

TERMS AND CONDITIONS

BROMSGROVE RYLAND CENTRE

- Applications can be made at the Ryland Centre. The Ryland Card is valid from the date of issue until the member holder ceases their contract.
- All Ryland Card members will need to swipe their membership card for all activities.
- Memberships are not transferable and are only for use by the cardholder. Memberships cannot be used in conjunction with any other offers or discounts.
- Failure to produce a valid Ryland Card will result in the full price being charged.
- All activities will require pre-booking.
- Your Ryland Card membership number must be given when pre-booking activities over the telephone and your Ryland Card will be required for verification at reception.
- Opening times of the Ryland Centre and facilities may vary and can be subject to change. Our opening hours are available on our website www.rylandcentre.co.uk
- The Ryland Card membership scheme and terms and conditions are subject to regular review and amendments.
- Lost or damaged Ryland cards must be reported immediately to the Ryland Centre. An administration fee will be charged for replacement cards.
- All members will be required to have their photograph taken at the centre for use on your individual membership card.
- The giving of incorrect information with the intent of defrauding Bromsgrove School will result in appropriate action being taken.
- 7-day Fitness Pass is valid for 7 consecutive days and starts immediately upon completion of application
- Annual memberships non-refundable and cannot be suspended. This does not affect your statutory rights.
- Ryland Card Couple Pass members can only be paid from one account. If either member cancels then the existing member will revert to the individual rate charged at the time of cancellation, for the remainder of the contract period, and be subject to any further price increases.
- Ryland members will be able to book 48 hours ahead from 6.30am for all activities. For example, a member will be able to book on Monday at 6.30am for a class on Wednesday evening. Any Ryland member will be able to cancel a session online up to two hours before it was due to begin.
- Failure to cancel two hours before the session, failure to attend session or failure to check in will result in the following:
 - A charge (based on the cost of the session) being charged to that member. We have limited availability and need to ensure everyone has equal opportunity to book a session.
 - The advanced membership benefit being suspended until the cost of that session has been cleared and paid off the booking system. The booking system will not allow any future booking on this membership number until the booking debt has been cleared. To clear a booking debt the customer must call 01527 575387.
- Members can cancel their classes / gym session or swimming online by logging into the members area and selecting cancel. The option to cancel will not show once the two hour deadline has passed.
- All Junior users aged 14-17 must have a mandatory gym induction before using the gym independently.
- Parents/Guardians must complete the application for all Junior memberships on behalf of the Junior. The Individual Junior is only available at The Ryland Centre
- Ryland Individual members are entitled to one induction session with the gym team, bookable at reception.
- Bromsgrove School reserves the right to amend membership terms and conditions at any time.

DIRECT DEBIT MEMBERSHIPS

- This information will be held and processed by Bromsgrove School in accordance with the Data Protection Act 1998.
- Before joining please check that your bank/building society allows direct debits
- You have the right to cancel your direct debit membership within the first 14-days of application to qualify for a refund. You will be charged for facilities used during this period. A £12.00 'compensation for default' is charged for collecting unpaid direct debits.
- Family & Couples Memberships are for a minimum of 3-direct debit payments plus an initial payment. Cancellation within this period will result in an invoice being raised for the outstanding amount.
- Individual membership has a pro-rata initial payment, paid at time of joining.
- Direct debits can be suspended for a minimum period of one month. All requests must be sent in writing to the membership team, via email or our online form giving 30-days notice from the payment date. You must have completed your minimum contract period before you can suspend your membership. Suspensions start from your payment date and must be for a minimum of one month. Please do not cancel your direct debit with your bank.
- The initial payment of the membership covers usage until the first direct debit payment. This period varies dependant upon joining time and may be less than one month.
- Cancellation of direct debit membership should be sent in writing to the membership team via email or our online form giving a minimum of 30-days notice. You must also cancel with your bank provided you have completed your minimum term contract (Family & Couples membership)
- Bromsgrove School reserves the right to refuse the use of a Ryland Card, to withdraw the membership if it is misused and to refuse admission to the Centre.
- Online bookings are non-refundable. To cancel an online booking a minimum of 24hrs notice must be given to receive a credit of the equivalent booking value. Failure to do this will result in you being charged for that activity. Cancellations must be made by telephone, in person at the centre or online at www.rylandcentre.co.uk. Credits for online cancellations are processed by the Centre Management team.
- Please note defaults on bookings will result in advanced booking privileges being revoked with a reinstatement cost being incurred.
- Centre Management will allow no longer than 10 minutes before re-letting pre-booked activities.

PAY AND PLAY PASS

- Pay and Play Pass must be renewed every 12 months to be eligible for discounts.
- Card is non-refundable and cannot be suspended
- Card is not transferable and is only for use by the cardholder
- Failure to produce a valid membership card will result in the full price being charged.
- Certain activities will require pre-booking
- Your membership number must be given when pre-booking activities over the telephone and your membership card will be required for verification at reception
- Classes booked online: no refunds will be given. Exceptional circumstances can be discussed with the Centre Manager
- Changes to the membership scheme are subject to regular review and can be changed at any time without prior notice.
- Lost or damaged membership cards must be reported immediately at your local leisure centre. An administration fee will be charged for replacement cards.
- Any change in personal details or circumstances making your membership ineligible, must be notified to the membership team or the Ryland Centre.
- Bromsgrove School reserves the right to refuse the use of a membership, to withdraw the membership if it is misused and to refuse admission to leisure centre.
- Online bookings are non-refundable.

- Please note defaults on bookings will result in advanced booking privileges being revoked with a reinstatement cost being incurred.
- Bromsgrove School reserves the right to amend membership terms and conditions at any time.
- All members will be required to have a photograph taken which will be used to support identification of members.

WORK OUT AT HOME

- The Team Ryland at home digital membership can online be purchased via our online shop.
- The Team Ryland at home digital memberships is valid from the date of issue for 30 days when the membership will expire (eg. if you purchased your membership before the 9th November your membership will not activate until Monday 9th November)
- This membership entitles you to 30 days unlimited access to all of our online fitness sessions via Facebook Live, Zoom, pre recordings and MZ connect. Once your membership expires your access to the online group will expire.
- Sharing of this content to non-members of the Facebook group is prohibited, sharing access codes or content will result in removal from the group
- The main hub of the sessions and content will be delivered via a private Facebook group. You will gain access from a link that is emailed to you upon purchase of this membership.
- Everyone should feel safe within our online community. Bullying of any kind isn't allowed, and degrading comments about things such as race, religion, culture, sexual orientation, gender or identity will not be tolerated.
- Bromsgrove School reserves the right to remove anyone from this group without warning if any of the above rules are not followed. Refunds will not be given in any circumstances.
- You should not exercise beyond your own abilities. If you know or are concerned that you have a medical condition which might interfere with you exercising safely, before you start exercising you should get advice from a relevant medical professional and follow that advice.
- You should make yourself aware of any rules and instructions, including warning notices. Exercise carries its own risks. You should not carry out any activities which you have been told are not suitable for you.

Ryland Sports Centre is part of Bromsgrove School and is subject to unavoidable closures as part of the normal School timetable. These closures have been calculated within the price of your membership and as such Ryland Sports Centre will not be in breach of these Terms and Conditions if you are unable to use our facilities.