

# Terms and Conditions & Policies for High Life Highland's *highlife* membership

1. Cardholders must report to reception and present their highlife card before participating in any activity, unless using a designated 'fast-track' entry system. Failure to do so may result in being charged the full standard price.
  1. The Family membership includes up to two adults (aged 18 and over) and unlimited children, all of whom must reside at the same address. Proof of permanent residence may be requested to confirm eligibility.
  2. Highlife cards are non-transferable and must only be used by the registered cardholder. Any use by another individual will result in immediate cancellation of the card without refund.
2. Cardholders are required to allow a facial photograph to be stored alongside their membership details for identification and security purposes.
3. High Life Highland reserves the right to refuse any membership application at its discretion.
4. High Life Highland reserves the right to add or remove activities from its programme at any time.
5. High Life Highland reserves the right to apply additional fees for selected activities or classes. Any such charges will be clearly indicated at point of purchase.
6. High Life Highland reserves the right to review and adjust prices at any time. Members will be given a minimum of 10 days' notice prior to any proposed changes.
7. For memberships purchased online, High Life Highland offer a 14-day cooling off period. During this time, a full refund will be issued provided the membership has not been used. Please note: The 14-day cooling off period does not apply to memberships purchased onsite.
8. High Life Highland reserve the right to close any leisure, sport or community facility for up to two weeks per annum to carry out essential repair and maintenance, or in response to unforeseen circumstances. If your nominated leisure centre is fully closed continuously for more than 2 weeks, credit will be issued for each additional full week of closure beyond the initial two weeks period.
9. Single court and single session hire are included in the membership. However, hire involving a whole hall, half hall or room hire will incur the appropriate additional charge.
10. If a member loses their highlife card, wrist band or key fob please notify us as soon as possible. We will arrange a replacement, which is subject to the following fees;
  - Card - £2.50
  - Wrist band - £5.00
  - Key fob - £2.50

11. High Life Highland will deal with refund requests on an individual basis.
12. Annual Memberships are non-refundable and non-transferable.
13. Refunds are not issued for non-use of your membership. It is the member's responsibility to cancel their membership if they no longer wish to use it.
14. High Life Highland does not offer refunds after the 14-day cooling off period.
15. Individuals registering for High Life Highland's Highlife active scheme may be required to provide evidence of their eligibility status upon request. By enrolling, members agree that periodic checks may be carried out in partnership with The Highland Council to confirm continued eligibility for the scheme.
16. All cancellations requests must be submitted in writing, preferably via High Life Highland's [online cancellation form](#). There is no formal notice period required; however, the timing of your cancellation will determine whether an additional payment is taken. To avoid further charges, please ensure your cancellation is submitted by the 28th of the month. Any final payments taken after cancellation are non-refundable.
17. If any members linked to your account have unpaid sales, High Life Highland reserve the right to suspend your access to online booking until the outstanding balance is settled.
18. High Life Highland reserves the right to review the terms and conditions at any point and to make reasonable changes, in line with these terms and conditions.