

## Terms and Conditions & Policies for High Life Highland Leisure

1. The cardholder must report to reception and show their card on every visit, prior to participating in any activity, except where there is a 'fast-track' entry system, otherwise the full price may be charged.
  - a. The Family membership covers a maximum of two over 18's and unlimited children, all of whom must reside at the same address. You may be asked for proof of permanent residence.
  - b. Cards are not transferable and any use other than by the cardholder will result in immediate cancellation of the card with no refund.
2. Cardholders are required to allow a facial photographic record to be stored with membership details.
3. High Life Highland reserves the right to refuse any application.
4. High Life Highland reserves the right to add/ remove activities from the programme at any time.
5. High Life Highland reserves the right to charge additional fees for selected activities/classes. Additional charges will be clearly indicated at point of purchase.
6. High Life Highland reserves the right to review prices at any time. Members will be given a minimum of 10 days notice of any proposed change.
7. For memberships purchased online, we offer a 14 day cooling off period, during which a full refund will be given, if the membership has not been used. The 14 day cooling off period is not applicable for memberships purchased onsite.
8. Facilities may on occasion be closed for repair and maintenance work, or in the event of unforeseen circumstances. However, if your nominated leisure centre is fully closed continuously for more than 2 weeks, credit will be given for every additional full week closed beyond the first two weeks.
9. Whole hall and half hall hire are classed as lets and are not part of our all inclusive membership.
10. Single court, single session hire is included in the membership. Any additional use will result in the appropriate hire charge being applied.
11. Please let us know if you lose your card. We will arrange a new one for you. Replacement cards are charged at £2.50 per card
12. Annual Memberships are non-refundable.

13. Refunds are not given for non use of your membership. It is the responsibility of the member to cancel if you are not using it.
14. Budget cardholders will be required to provide evidence of current status every 6 months of membership. Periodic checks will be carried out by the Highland Council to confirm eligibility for the budget subscription.
15. All cancellation requests must be made in writing, preferably via our online cancellation form. There is no notice period for cancellations, however when you cancel, will determine whether another payment will be taken. To avoid a further payment please try to cancel by 28<sup>th</sup> of the month. Any final payments taken are non refundable.
16. If you have unpaid sales on your account, we reserve the right to suspend your online booking account.
17. The High Life card remains the property of High Life Highland (except where your nominated site is not a High Life Highland site, where the card remains the property of the appropriate facility).
18. High Life Highland reserves the right to review the terms and conditions at any point and to make reasonable changes.