

DIRECT DEBIT / PAID IN FULL MEMBERSHIP AGREEMENT

Note: A direct debit form can be signed by a person with a bank account that accepts direct debits to be collected. By signing this form, you are agreeing to the terms and conditions below.

1.0 Category of Membership

1.1 If you are joining on any contract you will be entitled to use Jubilee2 during your membership period. This will include, where available, the gym, swimming pools, group exercise classes, and the climbing wall (upon completion of a safety assessment for which an additional charge applies).

1.2 Your membership is personal to you and is not transferable.

1.3 Active2 members from the age of 12 get unlimited access to the swimming pool during public swimming times, then when accompanied in the water by an adult Swimfit sessions, plus access to the Active2 programme for their age group as advertised.

1.4 In addition to 1.4 above, 12-16-year-old Active2 members get access to the gym at the specified times and certain group exercise classes when accompanied by an adult.

1.5 Class Cancellation Policy: A member can cancel a class booking up to 2 hours prior to the class start time. Any cancellations after this will result in a "no show" notification. If you do not turn up to a class booking, a "no show" notification will apply. Three "no-show" notifications in any 30-day period will result in a loss of online class booking rights for 14 days. You can still book into classes at reception in person or by telephone.

1.6 The maximum continuous membership period permitted under Student, Blue Light and corporate memberships is 24 months, after which the member may be asked to reapply to continue.

1.7 Newcastle-under-Lyme Borough Council reserves the right to request proof of eligibility at any time and to suspend or terminate memberships where the criteria are not met.

1.8 Failure to provide requested proof within the timeframe specified may result in immediate suspension or termination of membership without refund.

2.0 Period of Membership and Payment of Fees

2.1 If you are paying by direct debit your payments will continue to be collected until you give written notice to cancel after your minimum membership period (see Section 5.0).

2.2 You will pay a joining fee of £20.

2.3 Monthly payments are paid by direct debit. This is processed by the Council's bank, Lloyds Bank, High Street, Newcastle-under-Lyme.

2.4 If applicable, your paid in full fees are not refundable.

2.5 All fees are payable even if you choose not to use the facilities.

3.0 Changes to Fees

3.1 The Council may change your membership fee at any time upon giving three months' notice.

3.2 The Council may give such notice by letter, e-mail, or notice board information at Jubilee2.

4.0 Suspension of Membership

4.1 In exceptional circumstances you can request the Council to suspend your membership (for up to 3 months with a £7.50 per month charge), e.g. due to injury/illness. Approval is at the Council's discretion.

4.2 You may be required to provide written confirmation of your circumstances. Requests should be made in writing or via email to j2fitness@newcastle-staffs.gov.uk.

5.0 Cancellation of Membership

5.1 For J2 Membership Contracts, you may cancel your membership once you have fulfilled your agreement of paying 12 direct debit payments. After the 12th payment, one month's notice can be given via email to j2fitness@newcastle-staffs.gov.uk.

5.2 For the No Minimum Term Membership, you may cancel at any time by giving one month's notice after the first direct debit payment has been taken. This must be done via email to j2fitness@newcastle-staffs.gov.uk.

5.3 The Council may cancel your membership if:

5.3.1 You behave in an unacceptable manner towards Council staff or any person in or around the sporting facilities or premises.

5.3.2 You do not pay your monthly fees and fail to respond to correspondence regarding unpaid fees within 30 days of us writing to you. The Council may use debt recovery methods including the civil courts.

5.4 All cancellations must be sent via email to j2fitness@newcastle-staffs.gov.uk.

5.5 It is the member's responsibility to ensure cancellation is confirmed by email to j2fitness@newcastle-staffs.gov.uk and that the Direct Debit is cancelled through their bank.

Payments taken where this is not done will not be refunded.

6.0 Provision of Services

6.1 The Council will not be responsible for theft of your personal property from the premises (including lockers).

7.0 Changes to this Agreement

7.1 The Council may change the terms of this Agreement by giving you three months' written notice.

8.0 Special Membership Categories

8.1 Student Membership

8.1.1 Eligibility: Available to individuals aged 16+ enrolled full-time or part-time at a recognised school, college, or university.

8.1.2 Proof of Status: Applicants must provide one of the following:

- (a) Student enrolment letter/email (showing full name and current academic year)
- (b) Student ID card (with full name and current academic year)
- (c) Official letter from the institution (with full name and current academic year)

8.1.3 Ongoing Eligibility: Members must remain enrolled for the duration of membership. Proof may be requested at any time.

8.2 Corporate Membership

8.2.1 Eligibility: Available to employees of companies with a corporate agreement with Newcastle-under-Lyme Borough Council.

8.2.2 Proof of Employment: Applicants must provide one of the following:

- (a) Valid in-date staff ID card
- (b) Recent payslip

8.2.3 Ongoing Eligibility: Members must remain employed by their corporate organisation. Proof may be requested at any time.

8.3 Blue Light Membership

8.3.1 Eligibility: Available to individuals holding a valid, in-date Blue Light Card.

8.3.2 Proof of Eligibility: Applicants must provide a valid Blue Light Card at joining. Proof may be requested at any time.

8.3.3 Ongoing Eligibility: Members must maintain a valid Blue Light Card for the duration of membership.

9.0 Termination of Membership (Special Categories)

9.1 Newcastle-under-Lyme Borough Council reserves the right to suspend or terminate any membership immediately if eligibility requirements are not met