

# Frequent User Form



## Section 1: Frequent user / Family Users (if applicable)

Users	Title	Forename	Surname	D.O.B	Registered disabled?	Medical Conditions – Please record any medical conditions that may hinder your performance e.g. asthma Please note a PAR-Q form may be required to be completed before commencing your first session.
1.					Y / N	
2.					Y / N	
3.					Y / N	
4.					Y / N	
5.					Y / N	
6.					Y / N	

Address: \_\_\_\_\_

Home phone number: \_\_\_\_\_

\_\_\_\_\_

Emergency phone number: \_\_\_\_\_

\_\_\_\_\_

Work number: \_\_\_\_\_

Postcode: \_\_\_\_\_

e-mail (adults users only): \_\_\_\_\_

Company Name (corporate membership only): \_\_\_\_\_

Are you happy for us to contact you by e-mail? (adult users only) Y / N

## Section 2: MEMBERSHIP – Please tick (Only applicable if you are joining as a member to Melbourn Sports Centre)

- i) **Subscription:** Gold  Silver  Bronze  Tennis Club
- ii) **Price Level:** Adult  Senior  Junior  Concession  Family
- iii) **Type:** All  Fitness suite only  Casual  \*Tennis
- iv) **Tennis:** \*Please tick box to be excluded from BTM membership

## Section 3: SWIMMING LESSONS – Please tick

Term Swimming Lessons  Private Swimming Lessons  Crash Course   
 Latest swimming award achieved (if applicable) \_\_\_\_\_

Estimated grade (please see lesson leaflet for details (e.g. beginner))  
 \_\_\_\_\_

## Section 4: DRYSIDE LESSONS – Please tick

Trampolining  Gymnastics  Pilates  Yoga  Teen Training   
 Other: (Please state) \_\_\_\_\_

I, the undersigned, agree to abide by the terms and conditions of Melbourn Sports Centre. I am happy to have my/our details and photograph/s to be stored on MSC database.

Signed (on behalf of all applicant/s) \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Office use: Inputted  Details checked  Lesson - Waiting lists  Forms ready to be filed  Signed: \_\_\_\_\_

## Membership terms and conditions

1. Every member will receive a membership card, which must be shown at reception on every visit. Replacement cards may be subject to a £1.50 administration fee. The membership card remains the property of Melbourn Sports Centre and entitles the user to the benefits associated with the membership level purchased.
2. The membership is not transferable and must only be used by the registered member. Any misuse of the membership will result in the membership being cancelled.
3. The membership category can be changed once a year free of charge. More frequent changes are allowed at an additional administration charge.
4. Individual memberships may be frozen for a period of 3 months on the production of a valid medical certificate. Other reasons may be considered at the discretion of the management of MSC (excluding 6 months or annual memberships, which is a one off payment and as such cannot be cancelled).
5. Family membership is available for immediate family members only (2 adults' maximum).
6. Melbourn Sports Centre reserves the right to refuse to issue or withdraw the usage of a membership card.
7. Membership cards must be presented to the receptionist on entry.
8. All juniors must be under 16 years of age at the date of application. Identification may be required to purchase a junior membership.
9. Senior Membership commences at 60 years of age. Identification will be required to purchase a senior membership.
10. Student I.D card will be required to purchase a student membership.
11. Melbourn Sports Centre must be informed of all changes to personal details.
12. Details of all applicants will be stored on our database as proof of identity.
13. A picture of the applicant(s) will be stored on our database as proof of identity.
14. Membership cards must be returned to MSC when your notice is given.
15. Any breach of these terms and conditions will result in the removal of your membership.
16. By completing and signing this form, the holder is accepting the terms and conditions of the membership.

## Facility terms and conditions

1. All lost property is kept for a period of 6 weeks before being disposed of.
2. Smoking is not permitted on the Melbourn Village College site.
3. All customers must inform staff of any medical condition which may affect their use of the facilities.
4. Whilst using the facilities, all members are responsible for their own health.
5. MSC liability for loss or damage to property or person is limited to any damage or loss suffered as a direct result of negligence on the part of MSC.
6. No pets are allowed into the facilities, with the exception of Guide Dogs.
7. Lockers should be used for the storage of personal items at all times. MSC is not liable for the loss or theft of any personal belongings. For security reasons and for the benefit of all members, lockers must be emptied at the end of each session. All lockers will be checked and emptied at the end of each day. Any items found will be disposed of immediately.
8. MSC may from time to time withdraw use of all or any part of the facilities where and when it is deemed necessary for repair, maintenance, alteration, and alternative use for safety reasons.
9. The opening times may be changed from time to time. A warning will be provided to customers and will be advertised within the facility as a minimum.
10. Cars must be parked correctly in the car park, paying due attention to priority spaces for disabled users and the safety of Village College students. No liability is accepted for loss or damage to cars or property, which are left solely at the owners' risk.
11. No illegal gaming and betting shall be allowed in MSC facilities or Melbourn Village College premises.

## Fitness suite terms and conditions

1. Children under the age of 14 years are not permitted access to the fitness gym. Children aged 14-15 years may access the gym during 'Teen' programmed activities.
2. All users must have received a full induction into the use of the equipment prior to using the facilities. Records of these will be kept on our database.
3. All users should dress appropriately at all times, which must include t-shirts / vests.
4. During busy periods, use of the cardiovascular equipment is limited to a maximum of 15 minutes on any one piece of equipment.
5. Members are advised to bring a sweat towel and a water bottle to ensure sufficient fluid is consumed.
6. Members must wipe down machines after use.

## Class term and conditions

1. Classes can be booked up to 7 days in advance. Customers who have gold or option membership, which includes classes, can book by telephone or in person. Members who fail to attend pre-booked activities will be charged the full casual rate for the activity concerned. Customers with a silver or bronze card that does not include pre-payment for classes can book up to 7 days in advance in person with full payment only. Cancellations must be received at least 24 hours in advance, in which case a refund will be offered.

## Teen Training / Zumba Fitness

2. Children aged 14 years and over (13 years and over for Zumba Fitness) do not need to be escorted to the teen training sessions / Zumba fitness by their parent/carer and will be allowed to enter the facilities unaccompanied. However, until they have reached their activity, they are still the responsibility of their parent/carer. At the end of the activity, children aged 14 years and over (13 years and over for Zumba fitness) immediately become the parent/carer's responsibility and may leave the designated area unaccompanied.
3. All Melbourn Sport staff reserve the right to remove child/children from a session should their behavior become unacceptable. Children attending the Teen Training sessions need to complete a Health PAR-Q questionnaire, giving details of any medical conditions, allergies and emergency contact numbers. Any change to these details is the responsibility of the parent/carer and Melbourn Sports Centre must be notified.

## Lessons/Course terms and conditions

**Payment:** All course payments must be received by the due date as shown on the course enrolment form. Failure to do this will result in loss of place. New participants must pay at time of booking.

**Waiting List:** When in operation, applications will be dealt with in strict rotation and will be conducted when a place becomes available.

**Cancellation by Melbourn Sports Centre:** MSC reserve the right to cancel any course or session (s) without notice, and to vary from time to time changes to the programme.

**Cancellation by the Customer:** Only prolonged sickness (more than four weeks) supported by a medical certificate will be considered for a refund or credit note. In case of a refund, a 20% administration fee will be deducted. Please provide notification in writing as early as possible.

**Medical Condition:** Must be recorded on the application form. We may require written confirmation from your doctor that they agree to your child participating in the course.

**Instructors:** Have the authority to remove any individual that has been placed in an unsuitable class and alter the number in each class if required.

**Injury, Loss or Damage:** All participants entering into sporting activities do so entirely at their own risk. MSC, their servant or agents do not accept liability for any personal injury (except that arising from negligence as defined in section (1) of the unfair contract terms Act 1977) or loss or damage to property, howsoever caused.

**Moving Groups:** The groups are continuously checked and assessed on their standards. However, if you feel your child is in the wrong group then please do not hesitate to speak to a duty manager, who will be happy to help. The final assessment will take place between week 7 - 9 of each term.

**Re-enrolments:** Re-enrolment letters can be collected three weeks before the end of term. The letter will explain your group, time and day of your lesson, as well as your new commencement date. It is your responsibility to pay for your lessons before the payment due date. Failure to do this will result in you losing your place on our lesson programme.