Terms & Conditions

Direct Debit, Upfront and 'Pay as You Go' Memberships & Season Tickets–

1. **Golf Season tickets** are purchased as a one off annual payment, which runs from 1st April – 31st March each year.
2. **If you want to cancel your membership** please email **ealdirectdebits@ayrshire360.com** after you have completed your minimum membership term. At least thirty days notice is required for all cancellations and any direct debit payments scheduled within the thirty days will still be collected.
3. **Membership is for Ayrshire360 fitness activities and not an individual facility.** As such, Ayrshire360 will not allow early termination of membership nor will they issue refunds due to the closure of individual facilities for essential maintenance or large scale events. This also applies if classes/activities are cancelled or amended.
4. **Direct Debit payments** will be collected from your nominated account on or shortly after the 1st or 15th of each month depending on your joining date. Failed or rejected payments will be placed in your account and your membership will be placed on hold. To re-instate your Membership you must settle the outstanding balance. Your Direct Debit will be collected as normal the following month and if the payment fails again your membership will automatically be cancelled. Both outstanding payments will remain on your account. For direct debit enquiries please email ealdirectdebits@eastayrshireleisure.com.
5. **Freezing of your Direct Debit membership free of charge** for between 1 and 3 months can be arranged for the following reasons;
   - Injury/illness (Doctor's letter required)
   - Work Travel

   To request this please email ealfitnessmembershipenquiries@ayrshire360.com. This in not applicable to any season ticket paid for up front.
6. **Membership & Season Tickets fees are non-refundable or transferrable** and we reserve the right to review membership & season ticket fees annually. The paying member/season ticket holder will be given at least fourteen days notice of any proposed changes and will have the right to cancel their membership using the cancellation procedure, failing which, the increase will be deemed to have been accepted. Any promotional rates will automatically revert to the standard membership prices at the end of the promotional period.
7. **Upgrading and downgrading** of your direct debit membership can be carried out within the venue and online. To downgrade you are required to complete your minimum term. To upgrade you can do this at any point.
8. **In accordance with customer contract regulations** this agreement is subject to a fourteen day cooling off period.
9. **You may be asked to provide proof of discount entitlement** for membership, season tickets or bookings and you will be required to provide proof annually, when renewing.
10. **Ayrshire360 Management** reserves the right to refuse or withdraw membership / season tickets at any time.
11. **Adult/Youth/Juniors Classification & Conditions:**
    a. Adults are all people aged 18 or over.
    b. Youths are people aged 16-17 years.
    c. Juniors are people aged 12-15 years
    d. Access to the gym is available to those aged 12 and over. 12-13yr olds must be accompanied by adult (18yrs+), after completing a Teenfit Course. 14-15yr must complete a Teenfit course to gain entry.
    e. An adult must accompany children under 5 years old and remain in the building / area during a Sports Coaching and Activity session.
    f. Children under 8 years old must be accompanied by an adult in the swimming pool. Our admission policy is on our website www.ayrshire360.com
12. **Members Bookings** - Many of our classes, activities and courts are extremely busy, so please only make bookings if you are available to attend. Should something arise unexpectedly that will prevent you from attending, we ask that you cancel as soon as possible to allow the booking to be allocated to another member. We understand that on the odd occasion it might not be possible to cancel your booking, however if it happens repeatedly, then you may be charged or have booking privileges withdrawn for you and anyone associated with your membership.
13. **Pay As you Go bookings** As a PAYG members, all bookings will be paid for in advance, with no cancellation option. Should you be unable to attend one of our Fitness Classes, Children's Activities or court bookings we may be able to move your booking depending on availability (within a 7 days period), however we will be unable to offer a refund. You must inform us if you are unable to attend before the session starts. Please note this does not include any activities that are block booked.
14. **Booking and activity times** include the time required to prepare and dismantle any equipment required. Please arrive in good time as our centres can be busy.
15. **All members** must adhere to the swimming pool admissions policy. Please ask at reception for details.
16. Ayrshire360 does not offer refunds unless under exceptional circumstances.
17. **Membership and Season tickets holders** must not share, sell, lend, or otherwise allow another person to use it. A person found to be doing so will have the membership or season ticket cancelled.
18. **Any hirer wishing to use** their own electrical equipment must have it PAT tested in advance, (ask facility staff for further details).

General Terms & Conditions

19. **Golf Course** paying players are covered by personal liability insurance whilst playing on the course.
20. Ayrshire360 does not accept responsibility for any loss, damage or injuries to persons participating in an activity in or on the facilities.
21. Ayrshire360 reserves the right to amend these terms and conditions at any time.
22. **Facility opening hours** may vary during school holiday periods and other seasonal restrictions e.g. golf course. Grange Leisure Centre & St Joseph's Leisure Centre will close for a minimum of twelve public holidays per year. The Hunter Fitness Suite may also close during the festive period. Please be aware of this prior to taking out a membership as no compensation is offered. Please check opening times for holiday periods on our website.
23. **Personal Details** should be kept up to date by informing us or updating them within your personal online account.

Golf

24. **Guest passes** cannot be used to play in medal competitions and guests must be accompanied by a season ticket holder. Ayrshire360 reserves the right to cancel the guest pass should this privilege be abused.
25. **Golf Bag tags** must be displayed on bags at all time.

Ayrshire360 (trading as East Ayrshire Leisure Trust. A Scottish Charitable Incorporated Organisation.
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