

ERIGMORE POOL MEMBERSHIP

Type of Membership (Please tick all that apply)

Type	Monthly	Advance Annual	
Adult	£30	£300	
Adult Joint	£45	£450	
Family*	£55	£545	
*Family membership is 2 Adults + 2 Children / 1 Adult + 3 Children			
Child	£20	£200	
Senior 60+	£20	£200	
Senior Joint	£30	£270	

Members Name		D.O.B	
Other Joint Name(s)		D.O.B	
		D.O.B	
		D.O.B	
		D.O.B	

Address: _____

Mobile		Home Telephone	
Email Address			
Next of Kin		Contact Number	

Payment Details – Office Use only

Joining Fee	£0.00	Admin Fee	£0.00
Pro Rata / Annual	£	Total Paid	£
Payment Method	£	Start of Membership	
Monthly DD	£	Date of 1 st DD Payment	
Membership No.		Member Joined by	

I/we agree that if my/our application for membership are accepted by Erigmore, I/we will comply to the conditions of membership which are set in the Terms of membership and I/we will abide by the Club Rules. I/We understand that this membership entitles unlimited use of the pool during operating hours. I/we acknowledge that acceptance of an application for membership shall constitute a binding agreement between the Proprietor, Management and me/us, upon the terms set out in this application form and the Terms and Conditions.

It is understood that at busy times access to facilities may be restricted. Occasionally we need to close or withdraw certain facilities and we are not liable to you if we do so. Our swimming pool is usually staffed by pool attendants. For health & safety reasons children under the age of 8 must be accompanied by an adult in the swimming pool.

I/we confirm that the information provided above is correct and that, should any circumstances occur that render that information incorrect I/we will notify immediately in writing. I/we have read the terms and agree to adhere to this agreement.

Signed _____ Date _____

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Terms of Membership

1. Erigmore, reserves the right to refuse any application for memberships and do not need to give reason(s) for refusal.
2. Membership fees are only refundable at Erigmore's discretion.
3. A member must produce their valid membership card on entry to access our pool and at the appropriate rate. If not produced the full activity price will be charged.
4. Cards are not transferable between members or with any other customer.
5. Erigmore reserves the right to review their Terms & Conditions and charges from time to time. Members on the Direct Debit Scheme will be given a minimum of one calendar month's notice of any proposed changes and/or increase and will have the right to cancel the membership without penalty during this period by writing to Erigmore. Failure to cancel will imply acceptance of the changes and/or increase. Members who pay an annual or 30 day membership fee require to renew such membership on or before the expiry of the current membership to continue as members. Such renewal shall be at the rates applicable as at the date of renewal.
6. All lost, stolen or damaged cards must be reported immediately. A charge of £5 will apply for a replacement card.
7. If a member is under the age of 16, the membership application form must be countersigned by a Parent/Guardian.
8. Concessionary discount will only be available to those providing appropriate evidence of entitlement at the time of application and annually thereafter. If such evidence is not provided at least 14 working days prior to the renewal date, monthly payments will automatically revert to the standard membership rate. No refund will be given when such evidence is thereafter provided.
9. Receipts should be retained as proof of purchase.
10. All correspondence regarding the direct debit will be sent to both the member and direct debit holder.
11. Initial payments under the direct debit scheme will only be accepted by cash, credit or debit card.
12. Joint senior memberships are only available when both members are 60+. If both members do not come under this age category then an adult joint membership will be the available option.
13. All data collected is in accordance with the Data Protection Act 1998 and is used by Erigmore only.
14. A standard cancellation form in respect of membership must be handed in before the 15th of the month for termination of membership at the end of that month. If a Direct Debit has been cancelled without notification to Erigmore, this will be deemed as being in breach of the terms and conditions.
15. All direct debits are a legally binding contract between Erigmore and the direct debit payer and represent a commitment to pay all monthly membership fees due. If a direct debit payment has defaulted, we will reapply for the direct debit within one calendar month. In an instance where a second payment has defaulted, memberships will be cancelled with immediate effect and an administration fee of £15 will apply. Members will not be permitted to rejoin any membership scheme until all due amounts are paid in full.
16. All users are bound by the Erigmore Rules.

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17. Erigmore reserves the right to refuse admission or ask any member to leave if Erigmore reasonably believe that they are in breach of any of the rules. In such cases, memberships may be terminated and there will be no refund of fees paid.
18. Erigmore reserves the right to cancel, suspend, withdraw or amend any activity or venue. All venues will be subject to periods of closure for emergency, planned maintenance or other business reason. Refunds will only be considered if such closure extends beyond a period of two weeks and no reasonable alternative is available.
19. Erigmore reserve the right to run membership promotions and special offers throughout the year, which may offer memberships at a different price from that advertised.
20. Erigmore offers a 25% membership loyalty for food only. Monday to Friday 10am to 6pm.
21. All complaints must be made in writing to the Marketing Manager at Erigmore, Birnam, By Dunkeld PH8 0BJ.

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Cancellation Request

Personal Details

Name:	
Address:	
Postcode:	
DOB:	
Email:	
Contact Tel:	
<p>I wish to cancel my membership with effect from / / . I understand that this form must be submitted to Erigmore before the 15th of the month to incur no further payments. Cancellation forms received after the 15th of the month will be actioned the following month and a further payment will be due.</p>	
Signed: _____ Date: _____	

Reasons for Cancellation

I am joining another health club / leisure centre membership scheme	
I will continue to use the facilities but on a 'pay and play' basis	
I am moving away from the area	
Other:	

How do we Rate?

	Very Satisfied	Satisfied	OK	Not Satisfied
Staff Friendliness				
Staff Knowledge				
Quality of info				
Opening Hours				
Access to building				
Cleanliness				
Safety Standards				
Value for money				
Overall				

Membership Confirmation of cancellation Slip

This receipt should be completed by a receptionist and retained as proof of cancellation request.		Date Received:
Member Name:		
Staff name:		