

Teen Active

Terms and Conditions

1. Available to those aged 12 – 17yrs. Supporting evidence of age will be required when applying for a Teen Active membership.
2. Should a Teen Active member wish to cancel their membership within seven days of the initial application, we will do so. Under these circumstances refunds will be given, less any amount of the membership you have already used.
3. Teen Active memberships cannot be frozen.
4. On turning 18yrs a Teen Active membership will no longer be valid. No refunds will be given for any part or full months lost.
5. We reserve the right to amend the programme and access to its facilities at anytime.
6. Teen Active memberships include cross-site usage which applies to all New Forest Health and Leisure Centres. Some centre specific restrictions may apply.
7. Teen Active Memberships are not transferable.
8. Teen Active members can pre-book classes / activities up to eight days in advance.
9. Pre-booked classes / activities can be cancelled up to two hours prior to their commencement.
 - Where a customer provides up to two hours cancellation notice they will be offered a transfer to an alternative class within the next seven days of that cancellation notice. No refunds will be given for cancelled classes if a suitable alternative is not available.
 - If a customer fails to provide the minimum two hours notice, no transfer will be offered and no refund will be given and they will be recorded as a non attendee*
10. On arrival at the centre Teen Active members must scan their leisure card at the turnstiles or reception. Failure to do so will result in you being recorded as a non attendee* for booked activities. Replacement leisure cards will be charged for.
11. All gym users under 16yrs must complete a pre-exercise questionnaire which must be signed by their parent or guardian.
12. Gym users under 16yrs must be supervised at all times whilst using the gym. If a gym instructor is not present in the gym, then this supervision must be carried out by an adult (18yrs+) who has had a gym induction with us.
13. All other centre conditions of use apply to all Teen Active members. Conditions of use are available in reception.

*Teen Active members, who are recorded as non attendees may have their online booking facility blocked.