

Swim Direct terms and conditions

1. New Forest Health & Leisure Swim direct debit memberships all require a three month minimum commitment period. During this time they cannot be cancelled, frozen or downgraded, unless the member experiences a long term illness or medical condition that results in your GP/healthcare specialist advising against swimming (GP/healthcare specialist letter to confirm this will be required).
After the initial minimum three month commitment period, direct debit payments will continue to be drawn until New Forest Health & Leisure are instructed as per term and condition 9.
2. If the chosen payment option is monthly via direct debit the first pro rata payment will be taken when the direct debit application is made.
3. Direct debits will only be accepted from the members personal UK based bank account which accepts direct debits.
4. The members account will be debited via direct debit on the 26th day of each month or the next working day. Collection date is non-negotiable.
5. On the setting up of a direct debit the following forms of proof will be required from the direct debit account holder (primary member) - bank details, identity and address (dated in last three months).
6. Supporting evidence of eligibility will also be required by the member when applying for a senior membership.
7. Direct debit instructions cannot be accepted on the bank accounts of any persons under the age of 18yrs or anyone other than the member.
8. Should the member wish to cancel the membership within 14 days of their initial application, we will do so. Refunds will be given less any amount of the membership that has already been used.
9. Requests to cancel a membership after the initial minimum three month commitment period has lapsed should be made using the online cancellation form or cancellation of the direct debit via the bank. Cancellations received on or by the 18th of the month will be cancelled and processed by 25th of that month. Cancellations received from 19th of the month onwards will be charged until the 25th of the following month. We will not contact the member further regarding the cancellation unless there is any outstanding debt, which we will continue to pursue until settlement is made. In addition to submitting the cancellation to us it is advisable to cancel the direct debit with the bank, this will automatically cancel the membership.
10. Upon non-payment of the direct debit the membership will automatically be suspended until all arrears and administration charges are settled.
11. If the member fails to make payments by direct debit three times in any six month period, this payment facility will be removed and the only payment option will be to make an annual upfront payment.
12. If the member fails to pay any amount due under this agreement for a period of more than 30 days, then we may pass the debt to a third party company for collection. The reasonable costs incurred in employing a third party company will be borne by the member including costs in tracing them, should they have changed their address without informing us.
13. If the member allows their direct debit payments to lapse more than 14 days past their due date, on re-joining they will automatically enter into a new three month minimum commitment period.
14. Annual upfront memberships are discounted and cannot be terminated early, unless the member experiences a long term illness or medical condition that results in their GP/healthcare specialist advising against swimming (GP/healthcare specialist letter to confirm this will be required). Under these circumstances the months or any part months used will be charged at the equivalent full monthly direct debit rate. All requests must be made in writing to the HLDDAdmin Unit.
15. Freezing of a membership to facilitate recovery from an illness or injury will be considered if the illness or injury period is for a minimum of one month and a maximum of four months (longer periods may be considered at the discretion of the HLDDAdmin supervisor). It must be applied for in writing, supported by a GP/healthcare specialist letter and will only apply from the date we receive the letter. On the expiry of the maximum four month freeze period your membership will automatically be reinstated and collection of membership fees will recommence.
16. Requests to freeze a membership for non-medical reasons will be considered if the period of absence is no less than one month and no longer than three months, it must be for whole months and be applied for using the online form. Freezing under these circumstances will only be permitted once in any 12 month period. An administration charge of £15 will apply.
17. Amendments or changes to a membership account or details can only be made by the member (account holder).
18. We reserve the right to amend the programme and access to its facilities at any time. Our facilities will be open for a minimum of 50 weeks per year. Refunds or adjustments will only be considered if facilities are unavailable for a minimum of 14 consecutive days.
19. Swim Direct memberships include cross-site usage which applies to all our centres. Some centre specific restrictions may apply.
20. Membership is not transferable.
21. Fees and charges are reviewed annually and may be amended.
22. Unlimited use is subject to pool timetabled availability and pool group fitness class space. Advanced booking of pool group fitness classes is highly recommended. Swimming is only available during advertised sessions.
23. Pre-booked pool group fitness classes can be cancelled up to two hours prior to their commencement. Members failing to attend these classes or those that fail to cancel prior to the two hour cancellation period will be subject to an additional fee (no show charge) and their advanced booking facility blocked until payment is made.
24. On entry to the centre members must scan their New Forest Leisure card. Failure to do so will result in an additional fee (no show charge) and their advanced booking facility blocked until payment is made.
25. Replacement Leisure Cards will be charged for.
26. For the security and safety of all our customers, members 18yrs and over will be required to have their photograph taken and held on our system.
23. No refunds will be given.
24. Centre conditions of use apply to all members. Conditions of use are available in reception.