TERMS & CONDITIONS - HEALTH & FITNESS THIS IS AN IMPORTANT DOCUMENT - PUFASE READ IT CAREEU

BPL means Barnsley Premier Leisure and incorporates any subsidiary undertaking. The Membership Terms and Conditions are broken up into the following sections: SECTION A - sets out the key Terms & Conditions of your membership.

SECTION B - sets out the key Rules at the suite (but not limited to).

SECTION C - sets out the Direct Debit arrangements.

You should consider these terms and conditions carefully before you agree to become a member of Barnsley Premier Leisure's fitness suite named Fitness Flex. NOTE: If, after agreeing to become a member, you decide you do not wish to proceed, please refer to Paragraph 11 - you have 14 (Fourteen) calendar days in which to cancel, named as the 'Satisfaction Guarantee' within this contract.

MEMBERSHIP CATEGORIES

12 (TWELVE) MONTHS PREPAID CONTRACT – CORE TERM IS 12 MONTHS This is for a minimum of contract period 12 (Twelve) full calendar months and paid for in a up front single fee. It cannot be cancelled during this period except as outlined in Paragraph 9, 11 & 12.

12 (TWELVE) MONTHS CONTRACT – CORE TERM IS 12 MONTHS
This is for a minimum of 12 (Twelve) full calendar months paid by monthly payments. It
cannot be cancelled during this period except as outlined in Paragraphs 11,12 or 13.
IMPORTANT - After the end of the initial 12 (Twelve) months contract, the contract
and payment collection will continue to run on a calendar month to month basis
until cancelled in accordance with Paragraph 14.

PAY & PLAY - Payment of a card and induction fee to allow access into the pay & play scheme and then individual up front payments are required for each activity before participation. The card fee must be renewed each year to continue access to the pay & play scheme.

MAXx - This is the under 16 year old package but the contract is with the parent or guardian who is responsible for payment.

PEAK - Allows access to the suite with no time restriction (suite times may vary

from suite to suite).

OFF PEAK - Allows access to the suite with restrictions as to time limits

OFF FEAR - Allows access to the suite with restrictions as to time limits (which may vary from suite to suite).

Details of opening hours can be obtained from our Customer Care team by calling

01226 730060, or click on www.bpl.org.uk or www.fitnessflex.org.uk

SECTION A

- 1. FORMING THE CONTRACT A contract will arise between us once the Contract has been signed by you and we (Barnsley Premier Leisure) accept the Contract. It is agreed that in the event that one or more member/s join/s as joint member, the parties are jointly and individually responsible and liable for payments. One joint member may cancel where the contract allows for this. The remaining member's membership shall continue but the membership fee applicable to that member shall apply from the next payment date. We reserve the right to require proof of any information given to us by you. Any initial fee must be paid including any applicable joining fee.
- 2. ACCEPTANCE BY BARNSLEY PREMIER LEISURE OF THIS CONTRACT If there is any conflict between what is detailed within this written contract and anything you may have been told at the suite or over the telephone, these written terms and conditions will always prevail. We have 14 (Fourteen) calendar days after contract formation to rectify any miscalculation reflected within the application and agreement, which we will notify to you. We are not obliged to accept the application.

 3. SUITE PROTOCOL You must comply fully with the suite's rules. Some of our suites
- 3. SUITE PROTOCOL You must comply fully with the suite's rules. Some of our suites have facilities with higher risk areas (including, but not limited to play zones, swimming pools, steam rooms and saunas). You must ensure you read, understand and fully abide by these rules outlined for the suite in both signage and hand-outs and what you have been instructed by our staff, with particular reference to these higher risk areas. If you are unsure about the suites protocols please discuss with any fitness or customer service staff member.
- 4. MEMBERSHIP PRIVILEGES As soon as a Contract is formed in accordance with Paragraph 1 (FORMING THE CONTRACT) subject to Paragraph 7 (Right of Admission), and subject to your rights in relation to the 'Satisfaction Guarantee' period, you will be bound by these Membership Terms. This is not dependent on the amount of times you use the suite. You must pay the membership fees whether or not you use the services of facilities provided. As a member you are entitled to use the facilities of the suite only during the specified times and in the suite locations as set out in your membership type description. This is only for the term of this membership subject to meeting these Membership Terms and all other applicable rules. Memberships are non-assignable, non-transferable and non-refundable except as detailed within these Membership Terms.
- 5. CHILD MEMBERS Where the adult member is not the parent or guardian of a proposed child member, the proposed child cannot be allowed to use the suite without the written consent of and there being a contract with the proposed child's parent of guardian. Any child member under the age of 8 (Eight) must be accompanied and supervised on the premises by the adult member at all times. Child members are excluded from using the Fitness Suite's facilities and services during non-allocated times. (However child members may participate in nominated fitness classes and dedicated programs).
- 6. ACCESS INTO THE SUITE You will be issued with an Access Card when joining and have your photo attached to your account via our computer membership system. Entry to the suite without a valid Access Card is at Barnsley Premier Leisure's discretion (photo ID will be expected). You must not loan your Access Card or permit its use by anyone other than you. Your Access Card remains our property and should be returned to the suite on termination. If your Access Card is lost or mislaid, we will issue a replacement card at a nominal charge (currently £2.00). You must comply with any access procedures.
- 7. RIGHT OF ADMISSION We reserve the right to refuse entry to any person, including members for good reason. We have the right to cancel your membership without warning or notice for serious or inappropriate behaviour that may be deemed threatening or harassing. This includes damaging equipment in the suite and other potential risks, including but not limited to, the use of illegal or performance enhancing drugs. When the breach is not serious or in our discretion we may issue a first warning for any breach of these Membership Terms & Conditions or failure to comply with suite Rules or for any other appropriate reason. Immediate cancellation of your membership may occur on the second inappropriate action.
- 8. PAYMENT OF FEES All continuous memberships are paid monthly in advance. If they are not paid on the due date, you agree that we may continue to debit the nominated credit/debit account with any amount due from you without notice to you.
- 9. PRE-PAID MEMBERSHIP TWELVE (12) MONTHS MEMBERSHIP This is an alternative to a continuous direct debit membership. You may choose to purchase a 12 months membership. If you choose this option and wish to renew it, in order to avoid the imposition of a joining fee upon renewal of your membership, you must renew it before it expires. You may renew your membership upon payment of the membership fees and administration fee current at the time of renewal. Your renewed membership will be on the membership terms current at the time. If you choose this option the core (Minimum) term is 12 (Twelve)

months, you are only entitled to a refund as detailed within this contract.

10. OUTSTANDING MONEY or NO ACCOUNT DETAILS – If any amount payable for your membership is not paid on the due date, access to the suite may be suspended until such time as payments are up to date (late fees of up to £15.00 (Administration fee) per transaction and reasonable recovery costs incurred may be charged if not remedied within 14 (Fourteen) calendar days.

11. SATISFACTION GUARANTEE — You have a cancellation period called within this contract the 'satisfaction guarantee' period of 14 (Fourteen) calendar days commencing on the date the Contract is formed. If you wish to use this period to cancel your membership, you must either write to us at the address below, phone (01444221058), email barnsleypl@harlandsgroup.co.uk saying that you want to cancel your membership during your Satisfaction Guarantee Period. We will then cancel your Contract and refund to you your initial payment less any administration fee should the services being supplied by us having already commenced. Any refund given will be done so within 14 calendar days via the same method as the initial transaction unless expressly agreed otherwise. Once the Satisfaction Guarantee period ends, if you wish to terminate/cancel the Contract, you must pay certain fees to us. The particular amount of fees payable will depend upon the reason that you are terminating the Contract. Please refer to the following provisions outlined for full details in relation to your right to cancel your membership and the fees payable in those circumstances.

12. CANCELLATION/TERMINATION WITHIN MINIMUM TERM FOR MEDICAL, REDUNDANCY or RELOCATION REASONS — You can only cancel your membership prior to the expiry of the Minimum Term (1) if you become subject to medical incapacity, (2) Redundancy or (3) if you relocate to an area not within 15 miles of a Barnsley Premier Leisure suite or (4) if we make significant changes to the Contract which adversely affect you (refer to Paragraph 15 Cancellation/Termination When Changes Made to Terms & Conditions). For cancellation due to medical incapacity, redundancy or relocation, you will only be permitted to cancel your membership if you produce supporting documentation to our satisfaction (in the case of medical reasons, by a qualified medical practitioner certifying that you are permanently sick or incapacitated from undertaking any exercise regime for a period of 3 (Three) months or in the case of redundancy from your employer or in the case of relocation, by a real estate or similar agent or solicitor certifying your relocation.

13. CANCELLATION/TERMINATION WITHIN MINIMUM TERM FOR OTHER REASONS – If you wish to cancel your membership for any other reason before the minimum term of your membership has expired, you may do so by written notice to:

barnsleypl@harlandsgroup.co.uk and upon payment of (1) all arrears of the monthly membership fee due under this agreement together with (2) a cancellation fee equivalent to the total of the membership fees under your membership agreement for the remainder of the minimum term at the date upon which you wish to cancel your membership subject to a discount of 5% for accelerated payment calculated on the cancellation fee.

14 CANCELLATION/TERMINATION AFTER THE END OF THE MINIMUM TERM — For

any cancellation after the expiry of the minimum term you must give us 1 (One) calendar month's written notice (counted from the next direct debit date). Any cancellation must be notified to us by one the following methods only - email to barnslevpl@harlandsgroup.co.uk or notifying the sales desk at BPL. At the time of lodgement of the cancellation, your membership fees must be paid up to date. Your cancellation will not take effect until we acknowledge receipt of your cancellation notice and receipt for payment of all required fees both of which we will provide promptly. So there can be no mistake, for your membership cancellation to be effective, not only must all your membership fees must be paid up to date on the date you give notice BUT you must pay or make satisfactory arrangements to pay all membership fees for the period from the date of notice until the date it takes effect. Should you have outstanding fees either when you give notice or when your notice expires, your cancellation will not be processed and you will have to reapply to cancel in writing once payment is up to date.

15. CANCELLATION/TERMINATION WHEN CHANGES MADE TO TERMS & CONDITIONS OR WE BREACH OUR OBLIGATIONS — You may end your contract at any time by giving the relevant notice outlined in the paragraph previous to this if we tell you we are going to significantly change or add to these Membership Terms and Conditions, suite Rules or suite services and facilities or if we are going to change the membership fees applicable to your membership and in either case this which adversely affects you. Proof to this adverse effect may be requested. Where we are in breach of our obligations under your contract if you have notified BPL in writing and BPL have not remedied that breach within a reasonable time after you have brought it to our attention, you can end your contract by written notice to BPL. In any of these cases we will refund any prepaid monies from the time termination (or pro-rata for part of a period) to the end of the prepaid period.

16. TERMINATION BY US - (1) We may terminate this agreement by written notice to you in the following circumstances: (i) if you commit a serious breach, (ii) if you commit repeated breaches of this Agreement or the suite's rules of membership after receiving a written warning and the breach, if capable of remedy, is not remedi within a reasonable time which is at least 14 (Fourteen) calendar days of receipt of a default notice; or; (iii) if you provide us with details which you know to be materially false when applying for membership and the false declaration would have reasonably affected our decision to grant you membership. (2) If any payment due from you remains unpaid for a period of three months or lo nger, we may serve a final warning in respect of any outstanding sums due. If after the expiry of a period of one month from the date of service of that final warning upon you, any sum which the final warning required you to pay has not been paid, then this will be treated as a repudiation of your obligations under this agreement and we may terminate the agreement. (3) If we terminate this agreement during the minimum membership period, you will become immediately liable to pay (i) the arrears, if any, plus (ii) the monthly membership subscriptions, if any, that would otherwise have fallen due before the end of the minimum membership period less credit for accelerated receipt of 5% in respect of payments falling due after the action date of termination. 17. REFUNDS - You have a 'Satisfaction Guarantee' period which commences on the date the contract is formed (see paragraph 1) and will end 14 (Fourteen) calendar days after this date. In all other cases you will only be eligible for a refund of money as specified

within relevant sections in this contract.

18. PRICE INCREASE - We reserve the right at any time, after a minimum period under a contract, to increase the fees to be charged, and will use reasonable endeavours to give written notice to you at least one month prior to this occurring. If membership fees are increased and reasonable endeavours have been made to provide prior notice, you hereby authorise us to increase any direct debits chargeable to your credit card or bank account which you have authorised us to debit upon joining (or on a separate Action Form - whichever is the most current). Members who do not wish to accept an increase in fees may cancel their membership by giving written notice as provided in Paragraph 15. The member giving written notice must continue to pay the subscriptions at the rate current immediately prior to any proposed increase until the end of such notice period.

19. SUSPENSIONS/FREEZING MEMBERSHIP - PREGNANCY AND OTHER REASONS — We will suspend your membership and freeze your payments during the minimum term if you provide us with proof from an appropriate medical professional that you are pregnant or gave birth within the last 3 months. We will review this every 2 months. This does not affect your cancellation rights under Paragraph 12. This does not affect the length of the minimum term. Otherwise you membership will be frozen when this is provided for elsewhere in this Agreement.

20. SUITE CLOSURE - From time to time we may have to close a suite for refurbishment or

because it has been damaged or for other good reason. If a suite is closed for more than 5 (Five) days for these reasons, you may, without charge, transfer your membership to another Barnsley Premier Leisure Suite of the same standard or freeze your membership for the period of closure of the suite. We will either offer a refund or an extension (as decided by us) for any period of closure for these reasons. You cannot seek any reduction in your membership fees because your suite is closed on a public holiday.

21. CHANGE OF RULES/OPERATIONS – We cannot guarantee that we will not need to add to, change or remove Rules, or conditions of membership, including but not limited to the Membership Terms and Conditions, opening and closing hours and the services and facilities offered by the suite from time to time. Any such additions, deletions or changes will be notified to you through either the newsletter/magazine published from time to time by us and/or notice in the suite, and/or on our website(s) www.bpl.org.uk/

by us and/or notice in the suite, and/or on our website(s) www.bpi.org.uk/
www.fitnessflex.org.uk, or to your last known address in writing or by phone with at least 30
(Thirty) days notice. If at any time the operations or services of a suite are temporarily
suspended or permanently closed for any reason, we may (subject to availability) by written
notice to you, offer either the transfer of your membership to another Barnsley Premier
Leisure suite, or give a freeze on your membership under Paragraph 19 or your
membership as outlined in Paragraph 15 where this is applicable. You will also have any
other claim against us in any of the situations outlined in this Paragraph.

22. COMMENTS & FEEDBACK - Barnsley Premier Leisure is always listening to comments, complaints and suggestions about our service. We will endeavour at all times to assist you, so please talk to a member of our staff or If you would like to make a formal comment please visit our website www.bpl.org.uk, or complete a Tell Us form from the reception area or write to:

FREEPOST PLUS RLRU-HTBL-ETXZ Barnsley Premier Leisure, Marketing Department, Metrodome Leisure Complex, Queens Road, Barnsley, S71 1AN.

23. DETAIL CHANGES – You must keep us informed of any change of address, email address, contact numbers and bank account details for payment and any other information relevant to your membership.

24. GUIDANCE – You have an opportunity to attend a complimentary fitness induction program on joining the suite. Should you choose not to do so, guidance may not be offered whilst you exercise in the suite and you do so at your own risk, with the exception of negligence of BPL. If you believe that there is a risk to your health by participating in any of the fitness activities offered at the suite, you must inform us in writing of that risk and give full details of the risk. You warrant to us the accuracy of your answers to any questionnaire regarding your physical condition, as we will rely on the accuracy of those answers given. We may, at our discretion, deny your membership application until you receive medical clearance from your doctor to proceed with an exercise programme at the Suite and/or until you have received advice as to an appropriate exercise programme. We strongly recommend that medical clearance is obtained prior to starting any form of exercise and that you do not start until after the completion of a full fitness induction programme provided by our staff.

Risk Warning - We give you warning that, whilst on our premises you may suffer injuries including broken bones, soft tissue injuries and joint injuries. These may occur for example; as a result of you slipping on wet flooring, weights striking you, incorrect operation of equipment or exercise technique, collision with equipment or other persons.

To help reduce these risks it is your responsibility to ensure that you correctly operate or use any facilities and/or equipment provided by Barnsley Premier Leisure, including the adjustment of levels or settings on the equipment. If you are in any doubt as to how to correctly operate any equipment or appropriate exercise technique you must consult a member of staff before use.

25. DAMAGE RESPONSIBILITY – You are responsible for any damage which you or your guest may cause to the suite facilities or equipment, if such damage is caused by your wilful act or negligence.

26. CONTRACTORS – We engage contractors to provide some of their services, such as personal training and massage. These services are not included as part of your membership and as such additional fees may be levied if you use such services. Any claim which you might have as a result of an act or failure to act by such a contractor (whether or not payment has been made to the contractor) will be brought against, and will be the responsibility of, that contractor and not us. You agree not to claim against us for any loss or injury suffered by you as a result of an act or omission by a contractor engaged by us. We will at all times assist, where possible, to resolve any conflict or issues with contractors.

27. IMAGE - You consent to us using your image in any promotion or other material relation to our business on signing this application or entering into this agreement. 28. YOUR PHYSICAL CONDITION – We strongly advise you take expert advice prior to commencing any exercise programme if you are in any doubt about your or your quest's ability to engage in active or passive exercise. You must not use any suite facilities whilst you are suffering from any infections or ailments or whilst suffering from any physical conditions such as open cuts, sores or minor infections where there is a risk, however small, to other members, quests or our staff. Barnsley Premier Leisure staff and many contractors engaged by us are not medically trained and are therefore not qualified to assess whether you or your quest are in good physical condition and/or that you or your guest can engage in active or passive exercise without detriment to your or their health, safety satisfaction or physical condition. Therefore you declare on the date of the Contract, and repeat such declaration each time you or any guest use our facilities, that you and any guest are in good physical condition and that you know of no medical or other reason why you or any guest are not capable of engaging in active or passive exercise and that such exercise would not be detrimental to your health, safety, satisfaction or physical condition or that of any quest.

29. UNENFORCEABLE CLAUSES – Where a provision is deemed to be invalid or unenforceable by the courts the provision will be amended by the parties in such a reasonable manner as achieves the intention of the parties without illegality. Where the parties cannot agree the provision shall be deleted.

30. TRANSFER BY BARNSLEY PREMIER LEISURE TO ANOTHER PROVIDER – We may assign or transfer the benefit of the contract, or sub-contract all or any of its obligations under it, to any person, firm or company at any time without notice to you but shall remain liable to meet our obligations to you under the Contract.

31. LIMITATION OF LIABILITY – Barnsley Premier Leisure will not be liable for any loss, damage or theft of any property belonging to, or brought onto any suite or any premises under our control by you or your guest, occurring on such suite or premises except where caused by the negligence of Barnsley Premier Leisure. Barnsley Premier Leisure will not be liable for any death, personal injury or illness occurring upon any suite or any premises controlled by us or as a result of the use of facilities and/or equipment provided by Barnsley Premier Leisure, except to the extent that such death, personal injury or illness arises form the negligence of Barnsley Premier Leisure. For all parts of this paragraph and Section B Paragraphs 3 and 7 Barnsley Premier Leisure shall include and extend to any employee, agent or contractor of Barnsley Premier Leisure engaged with this contract and service provision. In place of this paragraph specific provisions apply to vehicles and their contents and property stored in lockers – see Section B paragraphs 3 and 7.

32. CONCESSIONS – Concessionary members are required to show proof or eligibility at the time of joining and there after every 6 (Six) months. Notification of a change of circumstance must be made in writing within 30 (Thirty) days.

33. JURISDICTION/NON WAIVER – The Contract will be subject to English Law and the Courts of England will have jurisdiction over any disputes in relation to it. The failure by either party to enforce at any time or for any period any one or more of the terms or conditions of this agreement shall not be a waiver of them or of the right at any time subsequently to enforce all the terms and conditions of this agreement. The Contracts (Rights of Third Parties) Act 1999 is explicitly excluded except for any parties named on the front copy of the signed contract.

SECTION B - RULES OF THE SUITE

1. WRISTBAND – You may be required to wear a wristband at all times on every visit to identify to our staff as a member.

2. TICKETS – You may be given a ticket for certain activities these must be retained for inspection or presented at our gym or other reception area before activity admittance to an artistic control of the control of

3. LOCKERS - Lockers are provided for use whilst exercising & will be cleared daily once the suite is closed. The lockers provided are not security lockers and therefore no valuable items must be carried or brought onto the suites premises. Whilst care is taken to safeguard locker contents, thefts can occur. Please be aware that Barnsley Premier Leisure does not accept responsibility for any loss or damage to property stored in lockers unless due to our negligence. If we are negligent our maximum liability for any such loss will be £250 arising from any single incident. When using lockers, please ensure that the locker key is secure at all times on your person. Should a locker key be lost there is a £10 charge for replacement. If your belongings are left in a locker, they may be removed. You can claim the contents we have removed from reception for up to 4 (Four) weeks after removal. After this time, we will not be responsible for any contents we remove from the locker and we reserve the right to sell or otherwise dispose of them.

4. CLOTHING & HYGIENE - Barnsley Premier Leisure requires all members and guests to wear suitable clothing which is non-offensive and appropriate enclosed sporting footwear when visiting any of the exercise areas excluding wet areas. It is also paramount that personal hygiene is considered when visiting Barnsley Premier Leisure suites, so it is appreciated that everyone wears deodorant and is aware of their own body odour.

5. TOWELS - Barnsley Premier Leisure requires all members to use clean towels to lie on when using equipment (including mats) at all times.

6. WET AREA USAGE - You and your Guests may use all wet areas as are included within your membership package. All of these areas may not be supervised and you use them at your own risk. Children must be supervised at all times by a responsible adult. All relevant rules must be followed including no running, diving or jumping.

7. VEHICLES - Vehicles and their contents, parked in any suite car park or elsewhere on the premises of any suite are left at the owners risk and Barnsley Premier Leisure will accept no liability for loss or damage however it is caused.

8. TIME LIMITS - You must adhere to parking and equipment time limits. Violation of limits may incur fees as decided and notified by us from time to time.

9. ADDITIONAL SERVICES - Barnsley Premier Leisure offers additional services at some Suites such as Personal Training, Sauna, steam room etc. These services do not form part of the Contract and will be subject to separate fees. You must pay the appropriate rate before admittance into these facilities or services.

10. EACH VISIT - Access to the suite will only be granted to you upon presentation of your access card and (if requested) photo identification. Locker keys are your responsibility and must be returned prior to leaving the suite. If you lose your access card or locker key there will be a replacement charge.

11. GUESTS - Guests may enter the suite on payment of a fee determined by the Company from time to time. Guests must be identified to our Customer service team on arrival who will permit access to our facilities/services or otherwise. Guests are subject to the same Terms and Conditions and Rules as members.

12. EQUIPMENT USE – We recommend a full induction before using our gym equipment. If you are ever unsure about its use please ask a member of our gym staff and read all relevant notices within the fitness area before using the equipment. You must not tamper with nor add additional weights to the resistance machines as they may malfunction.

SECTION C - CUSTOMER SERVICE AGREEM

1. OUR COMMITMENT TO YOU – This information outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Barnsley Premier Leisure and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

2. INITIAL TERMS OF THE ARRANGEMENT – In terms of the Direct Debit Request arrangements made between us and you, we undertake to periodically debit your nominated account for the agreed amount for your monthly health suite fees as defined in your Membership Application and Contract.

3. DRAWING ARRANGEMENTS – Monthly drawings under the Direct Debit arrangement will occur within either the first or third week of each month, if drawings fall on a non-business day, it will be drawn on the next business day. Please note that drawings may take up to 4 (Four) working days to come out of your account. We will provide you with at least 10 (Ten) working days notice when changes to the initial terms of the arrangement are made. If you wish to discuss any changes to the initial terms please contact 01444221058.

If your drawing is returned or dishonoured by your financial institution we will endeavour to contact you requesting payment. If we have not received payment we will re-draw these funds again along with and including any outstanding membership drawings on or before the next Direct Debit cycle. Transaction and administration fees will be charged to your account in the case of any failure to satisfactorily draw against your account.

4. YOUR RIGHTS - CHANGES TO THE ARRANGEMENT - If you want to make changes to or stop the drawing arrangements, written notice of this must be forwarded to https://doi.org/10.108/barnsleypl@harlandsgroup.co.uk and your financial institution including details of all changes requested. You cannot stop payments altogether except as permitted in Section A.

5. ENQUIRIES AND DISPUTES - Should you wish to discuss anything regarding the facilities please call BPL customer care team. If you wish to discuss your payments, contracts or any disputed amounts please contact 01444221058 or send an email to barnsleypl@harlandsgroup.co.uk.

Where disputes are referred to us we will endeavour to respond to them within 14 (Fourteen) calendar days. If you do not receive a satisfactory response from us in relation to your dispute, you may contact your financial institution. They will respond to you with an answer to your claim in accordance with their published processes.

6. YOUR COMMITMENT TO US - It is your responsibility to ensure that: Your nominated account can accept direct debits (your financial institution can confirm this); and on the drawing date (and within 3 (Three) working days) there is sufficient cleared funds in the nominated account; You must advise by contacting 01444 221058 in advance if the nominated account is to be transferred or closed.

Operated by Barnsley Premier Leisure Limited.
Registered Office: The Metrodome Leisure Complex,
Queens Ground, Queens Road, Barnsley S71 1AN.
Tel: 01226 730060
Enquiries@bpl.org.uk
www.bpl.org.uk / www.fitnessflex.org.uk

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