

Lochside Arena
Scottish Charity No: SC040150

TERMS AND CONDITIONS OF MEMBERSHIP

Membership is non-transferable: should another individual use your details to attempt to gain access to the facility the Lochside Arena reserves the right to terminate your membership without refund.

Membership agreement

1. Membership does not guarantee access to classes/facilities. You must book ahead to reserve your place. Members must be present at any activity or facility they have booked.
2. Members paying on an annual basis will be notified up to 14 days in advance of their renewal date.
3. Members paying on an annual basis who wish to terminate their membership should simply allow their membership to expire at the time of renewal. No refunds can be offered for cancellation requests midway through the membership term.
4. Lochside Arena may decide to increase membership fees, but fees will not increase in the first year of an individual's membership. We will endeavor to give notice of any fee amendments, but reserve the right to make changes without prior notice.

Use of facilities

1. All members are entitled to use the facilities during opening hours. Lochside Arena does, however, reserve the right to close the facility for any period of time when required for tournaments, exhibitions or other activities, or in connection with any repair, alteration or other maintenance work. Advance notice of any closure periods will be given wherever possible.
2. Lochside Arena reserves the right to refuse entry and use of the facility should an individual's behavior or appearance be deemed inappropriate.
3. Smoking is strictly prohibited in Lochside Arena buildings as well as on any outdoor sports arena.
4. Lost or stolen property should be reported to the board of directors as soon as possible where the matter will be dealt with in the appropriate manner.
5. Notices and signs displayed around the Lochside Arena facilities (indoor and outdoor) must be obeyed at all times. Notice boards will be updated with important information and should be regularly checked by all members.
6. All accidents that occur on Lochside Arena facilities must be reported in the accident book located onsite.
7. Lochside Arena's liability for loss or damage to your property is strictly limited to any loss or damage suffered as a result of our negligence or our failure to take reasonable care. With this exception we will not accept liability for the safety of your personal property brought onto the premises. Any property stored is at the individual's risk and no liability will be accepted by the Lochside Arena. Any vehicles parked in the Lochside Arena car park, including all contents, are the owner's responsibility and no liability will be accepted by Lochside Arena. Neither Lochside Arena limits or excludes its liability for death or personal injury caused by its negligence (or its liability for fraud).

Physical activity

1. You should not take part in any physical activity for which you may not be fit. You are responsible for monitoring your own condition during physical activity. We advise that you seek advice from your GP in advance of using the facilities if you have concerns.
2. Lochside Arena will not be responsible for any harm that you suffer as a result of taking part in any activity unless it is caused by our negligence or our failure to take reasonable care.
3. Members must wear suitable sports clothing and footwear for the activity being undertaken.
4. If you suffer from a pre-existing medical condition, are pregnant or returning to exercise after a long break please seek advice from your GP before commencing an exercise programme or regime.

Cancellation of bookings

1. We require a minimum of 48 hours notice of cancellation of a booking. Failure to provide notice will result in the following cancellation charges:

If notice has been given within 48 hours: 100% of the booking fee will be charged.

However, if the booking can be fully resold, only 50% will be charged.

Please ensure you cancel any pre-booked lessons / activities (whenever possible) at your earliest convenience so we can offer the available slot to others.

2. We cannot move or transfer any bookings cancelled within 48 hours.
3. Any deposits taken or and pre-paid fees are non-refundable.
4. A cancellation fee will be charged if the minimum notice is not given, with the exception of weather conditions deemed dangerous i.e. a weather warning issued by the government organisation; The Met Office for the Eilean Siar region.
5. The cancellation fee may be waived subject to the discretion of the Board of Directors.

Internet bookings

1. Bookings made on the internet are subject to all of Lochside Arena Rules & Regulations.

Data protection

1. The details you provide us with will be stored on our membership database and will be used solely by us to administer your membership. You may be contacted from time to time with relevant information or offers.
2. Members are required to give written notice to the Lochside Arena of any change of address or other contact information. Failing such notice, all communications shall be assumed to have been received by the member within 5 days of mailing to the last address notified to Lochside Arena.

Variations

1. The Lochside Arena Board of Directors reserves the right to alter these rules and regulations, the prices and the times or periods during which members are allowed to use the facilities without notice, other than by posting the revised prices, rules, regulations, times or periods on this website. The alterations or revisions will apply from the date of first posting on this website, except for prices, which will apply from the next renewal date. However, Lochside Arena will endeavor to update members and provide information in advance where possible.

Entity

These rules and regulations relate to your relationship with Lochside Arena and this document forms your membership agreement. This document should be considered alongside all other relevant policies.

Signature: _____.

Name: _____ Date: _____.