

## Terms & Conditions

1. MORE4life memberships are intended for use by individuals and qualifying family members only as detailed in point 5. **The memberships cannot be used for any organisation or club booking.** Any member found using the membership for this purpose will have their membership revoked and the organisation/club will be invoiced for use.
2. MORE4life Annual Memberships are on fixed term contracts and are paid in full at the start.
3. MORE4life Recurring Card Payment Memberships are rolling payments with no fixed end date and are **only available to purchase online.** If you wish to cancel your Recurring Card Payment membership please notify us by emailing [more4life@srt.org.uk](mailto:more4life@srt.org.uk) at least **7 days** before your next payment is due. Failure to do so will result in the membership continuing for one additional month.
4. Any member who cancels their MORE4life membership within **their first 6 months** will be excluded from purchasing another MORE4life membership for a further **6 months** but will have access to our 30-Day Pass and Pay & Play activities.
5. Family/Household memberships allow unlimited access to all facilities and activities within the scheme for family/household members living in the same household. A family/household may contain up to two adults over 18 and an unlimited number of children under 18 living at the same address. Proof of address may be required.
6. It is the paying member's responsibility to:
  - 6.1. **add a valid payment card to their online wallet for collection of monthly payments**
  - 6.2. **ensure any expired cards are updated**
7. Members will be liable for any outstanding arrears on their account if they fail to maintain an up-to-date online wallet as stated in 6.1 and 6.2 above, and where the member fails to give 7 days' cancellation notice as detailed in point 3. **Members with arrears exceeding two months will have their membership revoked and will be prohibited from purchasing a MORE4life membership until arrears are paid in full.**
8. A photo of each member is required and stored on our computerised membership system for identification purposes. Our reception staff will request this on your first visit.
9. Members must keep us informed of any changes to their contact details.
10. Members must present their leisure pass at Clickimin reception to gain entry through access control systems. Rural Centre/Pools do not require leisure passes for access to their facilities.
11. The holder is entitled to unlimited use of the Membership purchased; however a Membership does not guarantee automatic access. Membership holders are advised to book activities up to 14 days in advance to avoid disappointment.
12. We operate a **6-hour cancellation policy.** If you do not notify us of a cancellation, at least 6 hours prior to the start of the class/session, a late cancellation charge will be applied. The same charge will also apply to no shows. No further bookings will be permitted until this charge has been paid. Please note these charges only apply to activities included in your membership.
13. Memberships are non-refundable or transferable. Use by anyone other than the named person or knowingly applying for a household membership with false information will result in the termination of the Membership offer at the time and in future.
14. Racquet sports/bowls rink hire are included as part of the MORE4life Membership for the membership holder only. Any participating non-members will be charged additionally for the court/rink hire. Any membership holder knowingly allowing other customers to participate without paying will have their membership offer revoked.
15. If a member fails to comply with Shetland Recreational Trust General Rules and Regulations, or otherwise behaves in an inappropriate manner, we may terminate that person's membership with immediate effect.

16. An induction is required before use of the gym/fitness suite at any facility or toning chairs in the health suite at Clickimin; this is included in the cost of a MORE4life Membership. Please enquire at reception for details.
17. Not all activities are available in all centres. Customers should familiarise themselves with the activities available before purchasing a Membership.
18. All facilities will be subject to periods of closure and no recompense will be made for loss of use.
19. Shetland Recreational Trust reserves the right to:
  - 19.1. Refuse any application for a Membership
  - 19.2. Cancel, suspend, withdraw or amend any activity or facility
  - 19.3. Amend prices and Terms & Conditions at any time