

GENERAL TERMS & CONDITIONS OF USE

1. Shetland Recreational Trust 30 Day Passes are intended for use by individuals and qualifying family members only as detailed in point 3. **The Passes cannot be used for any organisation or club booking.** Any pass holder found using the Pass for this purpose will have their Pass revoked and the organisation/club will be invoiced for use.
2. 30 Day Passes are valid for a duration of 30 days and are issued on a fixed term contract requiring full payment at time of purchase.
3. Family/Household passes 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.
4. A photo of each Pass holder is required and stored on our computerised membership system for identification purposes. Our reception staff will request this on your first visit.
5. 30 Day Pass holders must notify us of any changes to their contact details.
6. 30 Day Pass holders 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.
7. The holder is entitled to unlimited use of the 30 Day Pass purchased; however a Pass does not guarantee automatic access. Pass holders are advised to book activities up to 14 days in advance to avoid disappointment.
8. 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 30 Day Pass.
9. 30 Day Passes are non-refundable or transferable. Use by anyone other than the named person or knowingly applying for a household Pass with false information will result in the termination of the Pass offer at the time and in future.
10. Racquet sports/bowls rink hire are included as part of the 30 Day Pass however any participating non-members will be charged additionally for the court/rink hire. Pass holders who knowingly allow other non members to participate without paying will have their Pass offer revoked. Please note that access to Leisure Link is not included in the 30 Day Pass.
11. If a Pass holder fails to comply with Shetland Recreational Trust General Rules and Regulations, or otherwise behaves in an inappropriate manner, we may terminate that person's Pass with immediate effect.
12. 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 the Pass. Please enquire at reception for details.
13. Not all activities are available in all centres. Customers should familiarise themselves with the activities available before purchasing a 30 Day Pass.
14. All facilities will be subject to periods of closure and no recompense will be made for loss of use.
15. Shetland Recreational Trust reserves the right to:
 - 15.1 Refuse any application for a 30 Day Pass
 - 15.2 Cancel, suspend, withdraw or amend any activity or facility
 - 15.3 Amend prices and Terms & Conditions at any time

Customer signature : _____ Date: _____

Staff signature: _____ Date: _____

Please hand in your completed form to your local leisure centre or submit via e-mail to us at subscriptions@srt.org.uk

TO BE COMPLETED BY STAFF:

MRM ID No: _____

Customer informed of cancellation policy

Photo Taken