



CUSTOMER INFORMATION UPDATE PACK

Please complete this form using **BLACK** or **BLUE** ink in **BLOCK CAPITALS**.

RECEPTION USE ONLY:			
ACCEPTED BY:	IL	DATE:	
OFFICE USE ONLY:			
PROCESS	DATE	PLUS 2 LOGIN	SIGNATURE
Data Check - Plus 2		IL	
Scanned to System		IL	

Caledonia Community Leisure Ltd.



Instruction to your Bank or Building Society to pay by Direct Debit

Originator's Identification Number

7 0 4 2 0 4

Please fill in using a ball point pen and return to:

Inverness Leisure,
Bught Lane,
Inverness,
IV3 5SS

(01463) 667500

Name of Bank

Please tick one of the following options:

- Joining the Inverness Leisure Direct Debit Scheme
- Changing Bank Details
- Inverness Leisure requested a new mandate

Instruction to your Bank or Building Society

Please pay Caledonia Community Leisure Ltd. from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Caledonia Community Leisure Ltd. and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Reference Number (Office Use Only)

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee



- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Caledonia Community Leisure Ltd. will notify 14 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Caledonia Community Leisure Ltd. or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of the letter to us.

MEMBERSHIP OPTIONS	CASH	D D	AN-NUAL	BUDGET	PAY AS YOU GO
Health Suite Individual				Attendance Allowance	Pay As You Go
Health Suite Family				Disability Living Allowance	3 Session User
High Life Individual				Guarantee Credit Only	10 Session User
High Life Family				Income Support	TOFFS
Health Suite & High Life Individual				Job Seekers Allowance	The Over Fifties Fitness Session
Health Suite & High Life Family				Income Related - E&SA	T-Shirt Sizes (XS,S,M,L,XL)

Plus 2 ID (Office Use)	5	MALE		FEMALE	
FIRST NAME		LAST NAME			
TITLE		DATE OF BIRTH			
POST CODE		AGE			
ADDRESS		HOME PHONE			
		WORK PHONE			
		FAX			
TOWN		MOBILE PHONE			
EMAIL					

ADDITIONAL FAMILY USERS (MAX 2 ADULTS & UNLIMITED UNDER 18's LIVING AT THE SAME ADDRESS)

Plus 2 ID (Office Use)	5	MALE		FEMALE	
FIRST NAME		LAST NAME			
DATE OF BIRTH		AGE		TITLE	
Plus 2 ID (Office Use)	5	MALE		FEMALE	
FIRST NAME		LAST NAME			
DATE OF BIRTH		AGE		TITLE	
Plus 2 ID (Office Use)	5	MALE		FEMALE	
FIRST NAME		LAST NAME			
DATE OF BIRTH		AGE		TITLE	
Plus 2 ID (Office Use)	5	MALE		FEMALE	
FIRST NAME		LAST NAME			
DATE OF BIRTH		AGE		TITLE	

I have read and agreed to the terms and conditions as outlined on the reverse of the form. I accept full responsibility for any use of apparatus, appliances, facilities and services whatsoever owned and operated by this centre at my own risk. Inverness Leisure, its Trustees, Officers, Representatives and Agents shall not be liable for any and all loss, claim, damage or liability sustained or incurred by me resulting therefrom unless negligence can be proven.

SIGNATURE:		DATE:	
-------------------	--	--------------	--

DATA PROTECTION - Any personal details you provide on this application form will be used for single purpose of administering your account. The information is held in compliance with the Data Protection Act 1998.

Terms & Conditions

GENERAL TERMS AND CONDITIONS OF USE

- a) The card holder must report to reception and the card shown on every visit prior to participating in any activity, otherwise the full charge may apply.
- b) Cards are not transferable and any use other than by the cardholder will result in immediate cancellation of the card with no refund. A digital photo will be required to be taken by Inverness Leisure and Highland Council. If an adult refuses for a child under the age of 16 to have their photograph taken then alternative photographic proof must be provided on each visit.
- c) The manager or nominated deputy reserves the right to refuse any application for a card.
- d) Group/school hire of halls, rooms, pools and pitches, and classes/activities run by the centre, non centre staff and clubs, are not included in the "All Inclusive" scheme.
- e) Use of single courts for badminton, squash, short tennis, tennis courts are included under "All Inclusive", but if any non "All Inclusive" cardholders are playing, participants will be liable for half of the price of hire.
- f) Waiting lists are in place for some activities within Inverness Leisure; please ask at reception for further details.
- g) Sunbeds are not included in the High Life Scheme.
- h) Cardholders do not have preferential treatment over other users of the facility and maximum participant numbers will apply for any activity. Please check availability and book up to 7 days in advance when possible.
- i) Inclusive card holders may be limited to advance booking of, and participating in, two different sessions of activity per day. Additional use will be permitted at manager's discretion subject to space, and maximising access for all customers.
- j) Inverness Leisure and Highland Council reserve the right to add/remove activities from the programme of activities at any time.
- k) Inverness Leisure and Highland Council reserve the right to charge additional fees for selected activities/classes.
- l) This cardholder agreement will be for a minimum of 12 months and "rolling" thereafter, and can only be terminated by the lead cardholder giving 28 days notice in writing to issuing centre after the initial 12 month period. Should you cancel within the first 12 months, you will only be able to rejoin the scheme 12 months from the date of cancellation.
- m) Inverness Leisure and Highland Council reserve the right to review prices at any time. The cardholder will be given a minimum of 14 days notice of any proposed increase. They will then have the right to terminate their Direct Debit agreement without penalty within the 14 day period, failing which the user will be deemed to have agreed to the increase and their direct debit amount will be altered accordingly.
- n) On cancellation all cards associated with the cardholder must be returned to issuing centre. These would normally be returned with the letter of resignation.
- o) If a card is lost or damaged, the cardholder must notify their main facility immediately to de-activate the card, otherwise losses will be liable by the cardholder. This must be followed up in writing within 7 days of loss. Any credits on the card will be lost. There will be a charge for any replacement card.
- p) Cardholder fees are non-refundable.
- q) Changes to card categories are only allowed at the discretion of the manager or nominated deputy.
- r) "All Inclusive" card holders will not be entitled to credit for any part of courses not attended.
- s) The scheme includes an annual 4 week shutdown of facilities. However, if the building is closed for an extended period beyond this for emergency repairs then credit will be given for every additional full week closed.
- t) Budget cardholders will be required to show evidence of their status every 3 months.
- u) The card holder may use their card to borrow from any library in The Highland Council network, with exception of those mobile libraries which are not yet computerised. If the person is not already a library user then a registration form must be filled out before they can use the card for library business.
- v) The High Life card remains the property of Inverness Leisure and Highland Council.
- w) Inverness Leisure and Highland Council reserve the right to review the terms and conditions and make reasonable changes.

AGREEMENT & CONSENT FOR PARTICIPATION

- a) The applicant will be responsible for monitoring their own physical condition throughout the time they are taking part in an activity with the facility.
- b) The applicant will obtain at his/her own expense written confirmation from their General Practitioner that they are able to take part in physical activity (if required).
- c) The applicant has to complete a Pre-exercise Questionnaire or similar and warrants that the information given is true and accurate.
- d) The applicant will notify Inverness Leisure of any changes to their health or physical abilities.
- e) The applicant enters into the fitness programme at his/hers own risk.
- f) The applicant warrants that he/she wishes and accepts all of the terms and conditions contained in it.
- g) The applicant will hereby agree to allow Inverness Leisure to obtain additional information that it may be required from his/her General Practitioner.
- h) The applicant will comply with the rules and regulations relating to the use of each facility visited at all times.