



## Terms & Conditions of Use (updated February 28<sup>th</sup>, 2022)

1. Membership at Laois Leisure Centres includes use of the facilities in line with the option you have chosen but may be limited in line with public health guidelines. These facilities include the Fitness Suite, Swimming Pools, Steam room and Sauna.
2. Pool only memberships do not include the use of the gymnasium or dryside fitness classes. Shallow water Aquafit classes are currently free to all (16+) Membership holders and will be reviewed quarterly.
3. Direct debit Memberships are for a minimum contract period of three months. The Membership will automatically renew each subsequent month unless we are otherwise instructed. Any such instruction must be given in writing at least 14 days in advance of the next payment due date. Cancellation within 3 months will mean automatic removal of future direct debit payment options.
4. All Memberships paid by Direct Debit commence on the 1st day of each month. If you are joining mid-month you can make a pro-rata payment to start your Membership with immediate effect. Your Membership will then run for the full term of the option you have chosen, plus the number of days you have paid pro-rata for.
5. Students must produce valid ID of their status in order to qualify for a reduce rate Membership. To qualify for the student concession you must be on a recognised full-time education course.
6. Off peak memberships (where available) are valid Monday to Friday from 9.00am to 4.00pm.
7. Couple memberships are only available to co-habiting partners.
8. All customers on a family or couple Membership must select the same duration Membership. E.g. a child 6-month Membership cannot be combined with a 12-month adult; etc.
9. **Refunds:**
  - a) No refunds are given for any reason on fully paid Memberships. The remaining membership period may be approved for transfer to a person nominated by the member. Such applications should be made by email to the relevant leisure centre; [portarlington@laoisleisure.ie](mailto:portarlington@laoisleisure.ie) or [portlaoise@laoisleisure.ie](mailto:portlaoise@laoisleisure.ie)
  - b) Swimming lessons generally run for 10-week blocks which are payable upfront and are non-refundable. Where a certified medical reason prevents a person from attending some or all of a course of pre-paid lessons, a credit application with an attached medical certificate will be processed by our Swimming Lessons Co-ordinated to provide credit for the next available course of lessons.
10. A freeze facility may be available on medical grounds ONLY and from date of receipt of medical letter and is at the discretion of management. No concessions will be given retrospectively.
11. To avail of renewal loyalty discounts you must have held an upfront payment annual Membership without interruption for 12 or 24 months as appropriate. Renewal loyalty discounts are



only available when renewing an annual to annual Membership. Renewal discounts are not available if moving to, or coming from, any other Membership option - e.g. 6-month; direct debit.

12. The management reserves the right to terminate any Membership with immediate effect, if the Membership holder is not adhering to all the rules and regulations of the centre and no refund will be given.

13. Admission of under 11s: A parent / guardian or responsible adult (18+) must remain in view of 8, 9, 10 year olds. Under 8s must be accompanied in the water by a parent / guardian or responsible adult (18+). Please refer to our current Child Admission policy for full details of acceptable ratios of adults to children eg. An adult may supervise a maximum of two under 8s. We recommend Under 4s must be accompanied on a 1:1 basis. Please note that these ratios are in compliance with current pool safety guidelines.

14. Membership Cards or valid QR/Barcode code must be presented at reception on each and every visit to gain access.

15. Membership holders must adhere to the codes of conduct in operation in various areas of the facility.

16. For full Membership holders general fitness induction is advised before using the fitness suite facilities, this can be booked at reception. Any Membership holder in doubt of their general health should seek advice from their doctor before beginning a fitness programme.

17. If you have a medical condition which could affect your safety at our facilities, please inform one of our staff on each visit.

18. The management is not responsible for the loss of personal items or damage to personal property either on the premises or in the car park.

19. Customers using the gymnasium or adult sessions must be over the age of 16 years. Proof of age may be requested. Certain exemptions may be applied for TeenGym members who must successfully complete an induction.

20. No mobile phones which possess photographic functions are to be used in the centre at any time. Permission must be given by management for any other photographic equipment to be used in the centre.

21. A small charge will apply for replacing lost Membership cards.

22. All facility areas are subject to the timetables in place at that time. These timetables are updated regularly to cater for varied user groups and seasonal considerations. Please check our Virtuagym app, website or social media for up to date timetables. Also available from reception.

23. A Supervisor / Manager on Duty can temporarily restrict entry to the pool or gym areas where they deem it necessary for safety reasons or Covid compliance.

24. The management reserves the right to utilize the facilities for special events or other activities which it may deem desirable for a total of 15 days per year (excluding Christmas/New Year). We also reserve the right to close all or any of the facilities for essential maintenance and major events should the need arise. Closure of other facilities will be for a maximum of 15 days per

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year. Any full facility closure days for these purposes will be added to your Membership end date. Please refer to our website [www.portarlintonleisurecentre.ie](http://www.portarlintonleisurecentre.ie) for more details.

25. The Management of Portarlinton Leisure Centre reserves the right to amend and add to these Membership terms and conditions as it sees fit and Membership holders shall observe any amended or additional conditions. Amended terms and conditions will be available from reception.

26. Facility opening hours are amended seasonally. In particular the months of December and January may see reduced opening hours. Any reduction in opening hours at this time of year is allowed for within Membership rates.