

FitLife Membership Terms and Conditions

1. The cardholder must report to reception and show their card on every visit prior to participating in any activity otherwise the full price may be charged.
2. Cards are not transferable and any use other than by the Cardholder will result in immediate cancellation of the card with no refund.
3. The 'primary' applicant for membership is solely responsible for his/her payment and any family members linked to the application. In the event of non-payment all linked cards will be cancelled.
4. Cardholders from school age upwards are required to allow a facial photographic record to be stored with membership details.
5. A family is up to 2 adults (aged over 18) and any number of children (under 18) all living at the same address, proof of address may be requested at any time throughout your membership. Memberships may be cancelled if individuals are not living at the same address as stated.
6. Moray Council / Moray Leisure Centre reserve the right to refuse any application.
7. Moray Council / Moray Leisure Centre reserves the right to add/remove activities from the programme at any time.
8. Moray Council / Moray Leisure Centre reserves the right to charge additional fees for selected activities/classes. Additional charges will be clearly indicated at point of purchase.
9. Moray Council / Moray Leisure Centre reserves the right to review prices at any time. Members will be given 14 days' notice of any proposed change.
10. If you wish to cancel your membership and have taken your membership out through a Moray Council facility then please complete a 'Cancellation Form' available at any of our facilities or sportandleisure@moray.gov.uk with your details. We cannot accept telephone cancellations or verbally at our Reception desks. If you wish to cancel your membership and have taken your membership out at Moray Leisure then please complete a 'Cancellation Form' available at Moray Leisure Centre's Main Reception or email info@mlc-elgin.co.uk with your details. 1. Your card(s) will be valid up to the last day of the month that you have advised us of your cancellation and you will be liable for full payment for that month. 2. It is your responsibility to cancel your Direct Debit with your Bank but please do not do that until your last month's payment (your cancellation month) has been collected. If your Direct Debit has been cancelled before collection of the fee you will be asked to pay this direct to our Finance department.
11. Please let us know if you lose or damage your card. We will arrange a new one for you for at cost.
12. Facilities may on occasion be closed for repair and maintenance work, or in the event of unforeseen circumstances. However, if your nominated facility is closed for more than 2 weeks, credit will be given for every additional full week closed beyond the first two weeks
13. The card remains the property of the Moray Council / Moray Leisure Centre.
14. On occasions activities are delivered by a third party which are not covered by the and these will incur a cost.
15. The two payment methods for FitLife are:
16. Single annual payment by cash, cheque, credit or debit card.
17. By monthly direct debit – with a minimum of one month after the first initial cash payment.
18. Moray Council and Moray Leisure Centre reserves the right to review the terms and conditions at any point and to make reasonable changes.