

Reformer Membership Terms & Conditions

These Terms and Conditions apply to all Reformer memberships at Moray Leisure Centre. By taking out a Reformer membership, you agree to comply with these Terms and Conditions, together with Moray Leisure Centre's general membership terms, booking terms and centre rules.

1. Reformer Membership Eligibility and Pricing

1. Reformer membership is an **individual membership** and is available to customers aged **16 years and over**.
2. Customers receiving the £40 Reformer membership rate must maintain an active qualifying membership throughout their Reformer membership.
3. If an underlying qualifying membership is cancelled or ceases to be active, the Reformer membership will automatically move to the **£55 per month standalone rate**, unless the Reformer membership is cancelled.
4. Reformer membership is personal to the named member and cannot be transferred to another person.

2. Induction and PAR-Q

6. All members must complete a **Reformer induction** and a current **PAR-Q (Physical Activity Readiness Questionnaire)** before attending their first Reformer class.
7. Members are responsible for informing Moray Leisure Centre of any medical condition, injury, pregnancy, medication or change in health that may affect their ability to participate safely.
8. Moray Leisure Centre reserves the right to prevent a member from participating in a Reformer class where the required induction or PAR-Q has not been completed or where participation is considered unsafe.

3. Booking and Class Allocation

9. Reformer membership includes **up to two Reformer classes per week**.
10. Attendance and class usage may be monitored through Moray Leisure Centre's membership and booking systems.
11. Members may book Reformer classes up to **14 days in advance**, subject to availability.
12. Once a member has used their weekly allocation, additional Reformer classes may be purchased for **£5 per class**, subject to availability.
13. Additional classes are not included within the two-class weekly membership allocation and must be paid for separately.
14. Members may cancel or rearrange a booked Reformer class up to **two hours before the scheduled start time**, subject to the applicable booking terms.
15. The standard Moray Leisure Centre **three-strike/no-show policy** applies to Reformer classes from **1 September 2026**. Repeated non-attendance or late cancellation may result in booking restrictions or other action in accordance with the centre's booking policy.

4. Attendance and Participation

16. Members should arrive at least **10 minutes before the scheduled class start time** to allow sufficient time to check in and prepare.
17. Members must report to Reception and present their membership card on each visit before participating in the activity. Failure to do so may result in the full applicable class price being charged.
18. Members arriving late may be refused participation where allowing them to join the class would compromise their safety or the safety or experience of other participants.
19. Members must follow all instructions provided by the Reformer instructor and comply with Moray Leisure Centre's health, safety and facility rules at all times.
20. Moray Leisure Centre reserves the right to refuse participation where a member:
 - has not completed the required induction or PAR-Q;
 - does not have appropriate Reformer/grip socks;
 - arrives too late to participate safely;
 - is considered unfit to participate safely; or
 - does not follow instructor or centre instructions.

5. Reformer Socks and Equipment

21. **Reformer/grip socks must be worn during all Reformer classes.**
22. Members must use the Reformer equipment responsibly and follow the instructor's guidance.
23. Members must wipe down and clean the equipment after use in accordance with the centre's hygiene requirements.
24. Any damage caused through inappropriate or negligent use may be subject to investigation and, where appropriate, a charge for repair or replacement.

6. Membership Cards

25. Membership cards remain the property of Moray Leisure Centre and must not be loaned or transferred to another person.
26. Cards are not transferable. Any use of a membership card by anyone other than the named cardholder may result in immediate cancellation of the membership without refund.
27. Members must notify Moray Leisure Centre if their card is lost or damaged. A replacement card may be issued at the applicable cost.

7. Payments

- 28. The member is responsible for ensuring that all membership payments are made when due.
- 29. In the event of non-payment, Moray Leisure Centre reserves the right to suspend or cancel the Reformer membership and any linked membership benefits in accordance with the applicable membership terms.
- 30. Where a Direct Debit payment fails, the outstanding amount must be paid in accordance with Moray Leisure Centre's payment procedures.

8. Cancellation

- 31. If you wish to cancel your Reformer membership, you must complete a **Cancellation Form**, available online, or email info@mlc-elgin.co.uk with your membership details.
- 32. Cancellation requests cannot be accepted by telephone or verbally at Reception.
- 33. Your Reformer membership will remain active until the end of the relevant cancellation period and you will remain liable for any payment due for that period.
- 34. If your Reformer membership is linked to an underlying Fit Life or other qualifying membership, cancellation or termination of that membership may affect your Reformer membership price and eligibility.
- 35. Members are responsible for cancelling their Direct Debit with their bank where applicable. This should not be done until the final payment due has been collected. If the Direct Debit is cancelled before payment is collected, the outstanding amount will remain payable directly to Moray Leisure Centre.

9. Timetable, Activities and Availability

- 36. Moray Leisure Centre reserves the right to add, remove or amend Reformer classes, instructors, class times and activities on the timetable.
- 37. Classes are subject to availability and are not guaranteed at a particular time or on a particular day.
- 38. Moray Leisure Centre reserves the right to use appropriately qualified instructors and to change instructors where necessary.
- 39. Selected activities or classes may incur an additional charge. Any additional charge will be clearly stated at the point of booking or purchase.

10. Closures and Maintenance

- 40. Reformer facilities or classes may occasionally be unavailable due to planned maintenance, repairs, operational requirements or unforeseen circumstances.
- 41. If Moray Leisure Centre is closed for more than two consecutive weeks, credit will be considered for each additional full week of closure beyond the first two weeks, in accordance with the centre's applicable membership terms.
- 42. Where an individual Reformer class is cancelled, Moray Leisure Centre will seek to provide reasonable notice and, where possible, an alternative class or appropriate arrangement.

11. Pricing

- 43. Moray Leisure Centre reserves the right to review membership prices.
- 44. Members will be given appropriate notice of any proposed change to their membership price in accordance with the applicable membership terms and legal requirements.

12. General Terms

- 45. Moray Leisure Centre reserves the right to refuse any application for membership.
- 46. Membership is subject to these Terms and Conditions and the wider Moray Leisure Centre membership, booking, health and safety and centre rules.
- 47. Moray Leisure Centre reserves the right to review and make reasonable changes to these Terms and Conditions. Members will be notified of any material changes where appropriate.
- 48. On occasion, activities or services may be delivered by a third party. Where this applies, any additional terms or charges will be clearly communicated to members before participation.
- 49. By taking out a Reformer membership, members confirm that they have read and agree to these Terms and Conditions.