

# Your Choice monthly membership scheme: terms and conditions

Birmingham City Council reserves the right to change terms & conditions and prices with prior notice.

## Payments

Payments will be debited from your bank account on, or shortly after, the first day of each month.

If a direct debit payment fails or if you cancel your direct debit, your membership will be suspended until the account is paid in full.

## Your contract and cancelling your membership

The minimum contract period is three months

You can cancel your membership contract in the cooling off period, which is before the first payment is taken from your bank account.

You must give at least 28 days notice, in writing, to cancel your contract

No refund will be given in the event that facilities are not used

## Your membership card

You must show your Leisure Card each time you visit a Leisure Centre. If you don't, you'll be asked to pay for your session in full. No refunds will be given

The card will become invalid if tampered with in any way

The loss or theft of a card must be reported immediately

An administration fee may be charged for replacement cards

All activities and classes are offered subject to availability.

If you have not used your card for three years, we will delete your records and bonus points.

## Gym induction

A free induction is included as part of the scheme.

You must have an induction before using the gym.

If you book an induction but don't attend your appointment, you will be charged the full induction fee when you rebook.

## Data protection

In compliance with the Data Protection Act 1998, information collected from Leisure Card applications will be added to the Leisure Card database. Birmingham City Council may also use this information for administrative and service communication purposes. All information will be treated confidentially and will not be shared with other organisations. For further information on how Birmingham City Council holds your personal data, please visit [Birmingham.gov.uk/privacy](http://Birmingham.gov.uk/privacy).

We have a duty to protect the public funds we handle and, to this end, we may use the personal information you have provided for the prevention and detection of fraud. We may also share this information with other organisations, which handle public funds for the same purpose.

## Behaviour

Birmingham City Council is committed to eliminating racial harassment and attacks. The City Council reserves the right to withdraw without compensation the Leisure Card of any person deemed to be in breach of its anti-harassment policy.

Birmingham City Council reserves the right to withdraw the card and its advantages if the user abuses the scheme, other customers or staff, or makes a false application.