



## GENERAL TERMS AND CONDITIONS OF USE

1. Membership cards are non-transferable and any use other than by the member may result in immediate cancellation of the membership card.
2. All members must report to a customer services point and produce their membership card or membership card number, prior to participating in any activity, otherwise a full charge may apply.
3. It is the paying member's responsibility to keep us informed of any changes to their contact details.
4. The Pickaquoy Centre Trust and Orkney Islands Council reserve the right to refuse any application for membership.
5. We reserve the right to add, remove or amend any activities or benefits within the membership scheme. All activities are subject to availability.
6. We reserve the right to charge additional fees for selected activities.
7. We reserve the right to amend prices at any time.
8. We reserve the right to amend our terms and conditions at any time.
9. A direct debit mandate must be completed and signed by the paying member before the membership can be purchased. Collection will be made on the 1st of every month.
10. If for any reason a facility, service or activity is closed or activities are cancelled for any period of time no refund will be given.
11. We operate a 6-hour cancellation policy. If you do not notify us of a cancellation, at least 6 hours in advance, then you will be charged the full Pay "n" Play fee at your next visit.
12. The membership scheme is available for the following: individuals over 8 years, or family of up to two adults over 18 years and unlimited children under 18 years of age. Proof of address may be required.
13. A digital photograph of all linked members, including children over 8, will be taken and stored with the membership details.
14. A Budget Membership option is available for anyone who is entitled to certain benefits. Please refer to [www.pickaquoy.co.uk](http://www.pickaquoy.co.uk) or [www.orkney.gov.uk](http://www.orkney.gov.uk) You will be required to provide evidence of your current status every 6 months.
15. Members will not be entitled to a refund for any part of their membership.
16. Please refer to the general conditions of use and admission policies for each individual facility.
17. If you wish to cancel your ActiveLife Membership, please notify us by emailing [memberships@pickaquoy.com](mailto:memberships@pickaquoy.com) by the 20<sup>th</sup> of the month to cancel for the following month.
18. It is each user's responsibility to disclose any relevant medical condition to the staff on duty at the time of play.
19. Use of single courts (for activities such as squash, badminton, tennis, table tennis & short tennis) are included in the ActiveLife membership. Participating non-members will be charged additionally.
20. A full induction is required to access any gym, strength & conditioning, functional training area and bouldering cave in any facility. Access to the climbing walls requires initial competency testing please contact the Pickaquoy Centre or KGS Sports Centre for details.
21. Budget Membership
  - Allows users access to all activities for 50p.
  - You will be required to provide proof of eligibility every 6 months.
  - Junior Budget members are entitled to Learn2Swim lessons at the equivalent of 50p, per session paid in advance by the start of each term.