

Terms & Conditions of use of Toning Table Therapy Centre (TTT).

All members are responsible for complying with the following terms & conditions, which are in place for the enjoyment and safety of TTT members and staff.

- The TTT centre should be used in accordance to the centre etiquette & rules displayed.
- A TTT appointment card will be issued at time of joining. This card is to record your appointment times. Please bring this with you each time you visit TTT's.
- TTT endeavour to ensure the centre is available during the advertised opening times. However, occasionally, due to circumstances beyond our control, the centre may be unavailable or sessions cancelled. Prior notice will be given where possible.
- TTT membership Direct Debit contracts, offer an easy monthly payment scheme. The cost is spread over 12 monthly instalments, the payments are collected by Debit Finance Collections (DFC). A member may pay the remaining balance of their contract at any time. This is a rolling contract and payments continue into month 13 and beyond where there is no price increase. The member must notify DFC with 30 days' notice that they wish to cancel. The contract **does not** automatically terminate after the twelfth payment.
- If TTT or the bank/building society makes a mistake with your direct debit payment you are guaranteed a full and immediate refund from your bank/building society
- Monthly instalments will be due on either the 1st, 8th, 15th or 25th of each calendar month or the next available working day by Direct Debit
- Monthly fees are payable even if you do not use the centre
- Should TTT have planned redecoration, advance notice will be given to all affected members and during these periods it may be necessary to restrict access to the centre for a small period of time. Whilst we recognise this can sometimes be an inconvenience, we will keep disruption to a minimum. We are unable to refund memberships during any such period.

Cancellations Annual memberships cannot be cancelled prior to the expiry date/twelfth payment has been made. If, in extreme circumstances the contract cannot be fulfilled it can be transferred to another person. If due to relocation (minimum distance 20 miles from Harlow), membership can be cancelled, providing sufficient proof. A contract may be cancelled once the twelfth payment has been made, this requires 30 days' notice in writing to Debit Finance (email info@debitfinance.co.uk). A confirmation letter/email will be sent back. Queries on cancelled memberships can only be dealt with when a copy of this letter is provided. Contact Debit Finance Customer Service on 01908 422000.

- To avoid charges – please do not cancel your direct debit without speaking to the TTT Team or DFC directly during your 12 month contract
- Annual up front memberships cannot be refunded under any circumstances.

Frozen Payments

Payments may be frozen providing valid proof where the user is unable to use the club for a minimum period of 1 month, minimum notice period 14 days before next payment due and must be accompanied by a Specialist/Medical confirmation/advisory letter. You will receive an email/confirmation from the Club Manager, confirming the duration that your membership is frozen. Queries on frozen memberships can only be dealt with when a copy of this letter is provided. During the life of a membership the contracts can only be frozen for a maximum of six months. Frozen payments will be added to the end of your contract.

5 Day Passes

5 Day Pass members agree to adhere to all terms and conditions set out by TTT with exception of those concerning Direct Debits.

Explanations of other costs

Pro Rata (non-refundable) – This payment covers the cost of using the centre straight away until the first payment is made.

Admin Fee (non-refundable) - £25 – This is the charge for setting up the

membership information pack, plus any costs throughout the life of their membership.

Banning

The management team reserve the right to terminate or temporarily suspend the membership of any person breaching rules & regulations, or for any other reason the management team deems appropriate. Membership already paid/pro rate or in full cannot be refunded in these circumstances.

Screening – PAR Q

- The PAR Q form contained within the Medical Questionnaire pack & liability waiver must be complete and returned to a member of the team prior to using the centre.
- All centre users are required to attend an induction.

General Information

No food or drink may be brought in to and consumed within TTT centre. With the exception to drinking water and hot drinks from the vending machine, to be consumed in waiting area only. All users of TTT centre must observe the rules and comply with any directions the management may give to ensure the smooth, safe and efficient operation of the site. TTT reserve the right to alter and amend these rules at any time. To meet the agreed terms & conditions by signing this document TTT customers agree that all records provided are correct and MUST notify a member of staff immediately if there are any changes to personal information including medical, personal and ban details. Without correct details members will miss out on deals & offers TTT provide.

Please ensure you update your records if you move or change your phone number. Thank you.

Agreement

I have read and agree to abide by the Toning Table Therapy Centre Terms & Conditions above. I understand that I have a 14 day cooling off period to terminate my Direct Debit contract; this must be confirmed in writing.

Name:

Mobile Tel No.....

Email address:..... @.....

Membership No.....

5 Day Pass Member.....

Where did you hear about us?

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TTT Team Member.....

Setting up Direct Debit - I do not have an email address

When setting up a Direct Debit online at the centre, if you do not have an email address. TTT give you permission to use the centres email address: toningtabletherapycentre@outlook.com. An immediate response from DFC will be received, printed and given to you for your approval. All emails will be deleted from TTT inbox and trash and no personal details will be held on TTT records. To approve this please sign below to show you have agreed to this action.

I hereby authorise the use of toningtabletherapycentre.co.uk email address to be used during the setup of the online Direct Debit via DFC.

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