

Terms and Conditions of Memberships at Jubilee Pool Penzance Ltd (JPPL)

Jubilee Pool, Battery Road, Penzance, Cornwall, TR18 4FF

Specifically:

- For the avoidance of doubt, I understand that membership consists of access to the main sea pool and learner pool only (excludes the geothermal pool).
- I agree to use all facilities in line with the conditions of use, I will acknowledge and follow all rules as set out for use of the swimming pool and other facilities.
- I will alert the staff of any medical information they may require for my safety. (Please consult your GP regards any specific medical condition and suitability for swimming as Jubilee Pool will not provide medical advice).
- I understand that staff members (in particular lifeguards) may ask me to leave the pool or premise at any time for failure to follow pool rules. I will not be entitled to any additional days/reimbursement or compensation if asked to leave for this reason.
- This agreement will start on the start date listed on the front of this agreement.

Marketing Preferences and Communication

- I understand that Jubilee Pool Penzance Ltd will not use my personal information for any third-party marketing.
- I understand that Jubilee Pool Penzance Ltd may on occasion need to contact me regarding my membership or related subjects and I consent to these communications.
- I may remove or add preferences to my consented marketing by contacting Jubilee Pool Penzance Ltd and unsubscribe from any email marketing at the bottom of any newsletter I receive
- It is your responsibility to update your contact details including email address, address and phone number.

Cancellation & Membership transfers

- I understand that this agreement runs from the date of purchase until 31st October 2022 and I will be required to pay any agreed costs until this date.
- Any Direct Debit Due to be collected within your notice of cancellation period will still be collected. You will continue to be given access to facilities for any period you have paid for.
- The membership is intended for the person listed on this form and associated family members also listed on this form only and as purchased. I am not entitled to transfer my membership to anyone else.
- Once cancellation has been agreed and any final payments have been taken you may cancel the direct debit from your bank.
- JPPL reserves the right to cancel any membership agreement at our sole discretion and without paying any compensation.

Freezing My Membership

- Freezing memberships means to either stop taking payments for an agreed period or extend pre-paid memberships by an agreed period. Memberships cannot be used during the frozen period.
- Jubilee Pool Penzance Ltd will consider any application to freeze memberships by any persons if the application is for medical grounds in exceptional circumstances.
- Jubilee Pool Penzance Ltd will expect to seek proof of medical grounds (e.g., doctor's letter) for this application prior to any decision.
- Direct Debit memberships will be frozen by JPPL for any months in which the main sea pool is not open for at least half the dates within that calendar month.

- Membership cards are required for entry on each visit to the pool. If you have lost your membership card a replacement can, be purchased from the kiosk for £1

Price & Payments

- Direct Debit memberships payments will be taken each month.
- We will inform you with a minimum of 2 weeks in advance of any price increase of your membership by email or letter.

Family Memberships

- I understand that family memberships are only for use by the family members originally purchased for and listed on this form.
- I understand that family memberships are only available for family members and that these persons must all reside within the same household. Alternative custody arrangements will be considered at JPPL's discretion.

Discounts or Vouchers Associated with Membership

- Discounts and vouchers may be made available for Jubilee Pool members. These offers do not form part of your membership and may be changed at JPPL's discretion.
- I understand that these vouchers/discounts are valid for as long as my membership is active (within validity period).

Behaviour and Conduct

- Jubilee Pool has a zero-tolerance approach to abuse (physically or verbally) to its staff and may ask any customer to leave for their safety or the safety of others at any time if conduct is deemed unacceptable.
- Jubilee Pool operates in the community and is open to all - it does not tolerate discrimination towards its staff or customers in relation to age, gender, sexuality, race, or disability.
- Any property brought to the pool is left at your own risk and JPPL will accept no liability for it.

Opening/Closing Times and Closures

- Opening and closing times of the facilities will be advertised on the website and at the site. These will change throughout the year at the sole discretion of JPPL.
- Please note Jubilee Pool Penzance Ltd will not contact people individually to communicate changes to opening and closing times.
- Changes to opening and closing will be done with at least 24 hours' notice where possible.
- Jubilee Pool Penzance Ltd has a duty to its customers health and safety and will need to close on occasions where it is unsafe to open e.g., high winds, thunder and lightning, storms/debris from sea or visibility changes in water.
- I understand that the closures listed above form part of this membership agreement and therefore I will not be entitled to any additional days/ reimbursement or compensation due to closures.

Declaration

I have read and understood the above membership terms and conditions and I agree to be bound by them and any subsequent revisions. I further understand that these membership terms and conditions form only part of my membership and other terms and conditions will apply.