

## **Terms and Conditions**

*Please note: some Ts and Cs can be found on the specific benefit page*

NWSC

<https://www.nwscnotts.com/nwsc/policies-documents/>

### **LILLESHALL:**

### **WEDDINGS:**

- Employee benefit / discount for weddings is only available on the George, Leveson, Gower Packages. Last minute packages are excluded.
- Employees receive 25% discount on the wedding package for themselves and employees' children only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Employee benefit / discount is subject to availability.

### **ACCOMMODATION:**

- Employee benefit / discount is available on all standard bed and breakfast packages.
- Employees receive 50% discount themselves, partner and employees' children only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Employee benefit / discount is subject to availability.

### **25% off Private Parties (wakes/anniversaries/birthdays/baby showers etc):**

To book, colleagues will need to provide a Serco email address or SAP (employee) number.

- The discount is only available for the party of our colleague and their immediate family (i.e. children)
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Employee benefit / discount is subject to availability.
- Discount only available off menu price only

### **25% off Chapters Dining:**

To book, colleagues will need to provide a Serco email address or SAP (employee) number.

- The discount is only available off the meals of the colleague, partner and children
- Dining includes Sunday Lunch, Easter Sunday Lunch, Mothering Sunday, Father's Day, Valentines Dinner

- Discount only available on menu price only
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Employee benefit / discount is subject to availability.

### **50% discount on Christmas Party Nights**

- Employee benefit / discount is available on National Centre organised Christmas Party Nights
- Employees receive 50% discount themselves, partner and employees' children only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Employee benefit / discount is subject to availability.

### **Lessons/Courses/Birthday parties/Holiday Camps**

Children's Swimming Lessons

- Employee benefit / discount for children's swimming lessons is valid for group swimming lessons at Serco Leisure centres only. Private lessons (1-2-1's, 2-2-1's) and Premium lessons are excluded.
- Employees receive one free child's swimming lesson space. As well as 50% off subsequent swimming lesson places for employees' children only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Applicable for children aged between 0-16 years of age only.
- The benefit / discount does not include the cost of badges, certificates, and medals.
- One free space and 50% discount for subsequent spaces only remain valid for the duration of employment with Serco Leisure.
- Employee benefit / discount is subject to swimming lesson availability.

### Children's Sport Courses

- Employee benefit / discount for children's sport courses is valid for all group sports courses at Serco Leisure centres only. Private course lessons (1-2-1's, 2-2-1's) and Premium Course lessons are excluded.
- This benefit / discount excludes any swimming lesson activity.
- Employees receive one free child's sport course space. As well as 50% off subsequent sport course places for employees' children only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Applicable for children aged between 0-16 years of age only.
- The benefit / discount does not include the cost of badges, certificates, and medals.
- One free space and 50% discount for subsequent spaces only remain valid for the duration of employment with Serco Leisure.
- Employee benefit / discount is subject to sport courses availability.

### Children's Holiday Camps

- Employee benefit / discount for children's holiday camps is valid where delivered by Serco Leisure, not by third parties.
- Employees receive one free child's holiday camp space per holiday period. As well as 50% off subsequent holiday camp spaces per holiday period for employees' children only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Applicable for children aged between 5-12 years of age only.

- One free space and 50% discount for subsequent spaces only remain valid for the duration of employment with Serco Leisure.
- Employee benefit / discount is subject to Holiday camp availability.

#### Children's Birthday Party's

- Employee benefit / discount for children's birthday parties is valid at Serco Leisure sites only.
- Employees receive 50% discount on children's birthday parties, limited to children of the employee only.
- Children of employees are defined as their parent / legal guardians. This benefit / discount is not valid for wider family members.
- Applicable for children aged between 0-16years of age only.
- 50% for children's birthday parties only remain valid for the duration of employment with Serco Leisure.
- Employee benefit / discount is subject birthday party availability.

#### Free Adult Learn to Swim for employees who are non-swimmers (Employees at Serco Leisure Sites)

- Employee benefit for employees learning to swim is valid for adult group swimming lessons only delivered at Serco Leisure sites. Private adult lessons (1-2-1's, 2-2-1's) and Premium adult lessons are excluded.
- Employees receive 20 free adult swimming lessons.
- The 20 adult swimming Lessons must take place consecutively within a 6 month period.
- No other coached sport activity or Personal Training can be claimed via this benefit. No children's swimming lessons can be claimed via this staff benefit.
- Applicable for adults aged 18+.
- The benefit does not include the cost of badges, certificates, and medals.
- Free adult swimming lessons only remain valid for the duration of employment with Serco Leisure.
- Employee benefit is subject to adult swimming lesson availability.

#### Funded Adult Learn to Swim for Employees at Lancer House/ Home Based SME's

- This employee benefit is available for Serco Leisure support staff based at Lancer House or are home based SME only.
- A maximum of 20 adult swimming lessons can be claimed via BER to a maximum value of £212.50.

- The 20 adult swimming Lessons must take place consecutively within a 6 month period.
- Staff may only claim for adult swimming lessons (Group lessons or 1-2-1s), no other coached sport activity or Personal Training can be claimed. No children's swimming lessons can be claimed via this staff benefit.
- Staff may join any local adult swimming lessons, with the expenses value totalling to a maximum of £212.5
- Staff should use the 'Employee Dev/Training' drop down option on the BER form. Receipts for adult swimming lessons must be provided.
- BER claims must be claimed within 3 months of the first receipt.

## **Member Personal Training Services Terms and Conditions**

Welcome to Personal Training Services at Serco Leisure/More Fitness. Our aim is to provide a high standard of service through our experienced and qualified Health and Fitness Coaches/Sub-Contracted Personal Trainers and who are committed to helping you achieve your health and fitness goals.

Should you have any questions about your Personal Training service, quality of session, terms and conditions or client agreement than please speak to our reception team.

Personal Training Services are only available to a member who holds a valid and up to date membership account with us. Please be aware that Personal Training Services cannot be used or redeemed whilst your account is in arrears, is frozen or expired.

All services provided under the Personal Training Heading (1-2-1 PT, Couple PT and Group PT) is undertaken on the understanding that these are non-refundable in the case of you choosing not to use your sessions paid for (please see point 43 & 44 regarding cancellations and rearranging your sessions).

By agreeing to these terms and conditions (T&C's) you confirm that you are not aware of any medical or other condition that would affect your ability to attend your Personal Training sessions.

### Personal Training Terms and Conditions

1. These T&C's are in addition to the terms and conditions of your membership which can be found in the members area online.
2. We reserve the right to amend or change these terms and conditions and will notify you if we do.

## Ability and Liability

3. You have agreed as part of your membership terms and conditions to abide by our Health Commitment Statement. As part of that agreement, you must notify us if there is a change to your health or health conditions that may affect your participation in physical activity.
4. Serco Leisure/More Fitness are not responsible for any loss or damage that is not foreseeable (loss of damage is foreseeable if it is obvious it will happen).
5. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence of our employed Personal Trainers or subcontracted Personal Trainers or for fraud or fraudulent misrepresentation.

## Payments and Bookings

6. You must use your entry card at reception, either by automated swipe or by handing your card to reception as this will record your attendance and redeem your pre-booked PT session.
7. All payments for Personal Training Services must via the facility reception and not directly with your chosen trainer.
8. All Personal Training sessions must be paid for in advance of any sessions taking place.
9. You may purchase sessions in 30 minutes, 45 minute or 60 minutes timeframes.
10. Payment maybe made via cash, card or Direct Debit\* (\*block sessions only).
11. All Personal Training single sessions, block bookings or Direct Debit payments are subject to the following period of expiry:

PT Service	Expiry Date
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Pay as you go sessions	1 month from date of purchase
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4 sessions	2 months from date of purchase
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8 sessions	3 months from date of purchase
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12 sessions	4 months from date of purchase
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24 sessions	6 months from date of purchase
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Direct Debit Payments	Within that calendar month*
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## Personal Training by Direct Debit

12. These provisions apply where you have chosen to pay for Personal Training services by monthly Direct Debit.
13. All payments for Personal Training sessions via Direct Debit must be paid for on or after the first working day of the month (via Direct Debit) in line with your membership fee schedule in respect for Personal Training sessions scheduled for that month.
14. The first payment in your schedule will be due on the next calendar month after the date of the booking acceptance. Should you wish to purchase initial sessions in addition to this schedule or need to book sessions prior to the first payment schedule, these are available at reception.
15. Additional sessions can be purchased on top of your Direct Debit allocation; however, sessions cannot be refunded or be carried over into the next calendar month.
16. A minimum term of 3 months is required when purchasing Personal Training by Direct Debit.
17. All Personal Training Sessions paid for via Direct Debit will expire and deemed used (even if not actually used) at the end of the calendar month in which the Direct Debit was taken.
18. No refunds will be given for any sessions not used in the same month as the related direct debit payment.
19. No sessions paid for by Direct Debit will be carried over to future months except in exceptional circumstances and with the express authorisation of the Health and Fitness Manager or Facility Manager.
20. Should your account fall into arrears at any stage (because we have been unable to collect your Direct Debit at your bank) then Personal Training services will be suspended until your account has been brought back to standing.
21. To cancel your Personal Training Services paid for by Direct Debit, you must notify us in writing no later than the 20th of the month prior to the month in which the Direct Debit is to be collected. If we receive notification no later than the 20th, we will not collect any further Direct Debit payments for any Personal Training sessions (membership or any other related payments remains unaffected).
22. Personal Training services can only be frozen in conjunction with your membership being frozen in accordance with membership terms on membership freeze.

#### Cancellations

43. If you need to cancel a Personal Training session that you have booked, you must give a minimum of 24 hours' notice of cancellation. Failure to do so will result in your session being charged at the full rate.
44. If for any reason we need to cancel a session that you have booked within 24 hours, your next session will be delivered free of charge.

## Refunds

45. If you are unable to complete your sessions due to a medical reason a refund may be given if you can provide proof of your medical condition. You will need to provide us with evidence explaining that you are unable to continue for medical reasons and a time frame for these restrictions. Refunds cannot be given under any other circumstances.

46. If your Personal Trainer is on holiday or otherwise absent, please contact reception and you will be allocated a temporary trainer for the duration of the absence. If we are unable to provide a temporary trainer, then a full refund will be given.

47. Should your trainer leave our employment or business, we will allocate you another trainer and will supply them with your complete training history. If another trainer cannot be supplied, then a full refund will be given for that session or sessions outstanding.

48. If you decide to end your membership with us, no refunds will be given on outstanding sessions.

## Late Arrival

49. If you would like to change trainers for any reason, please contact the reception and they can change you to another trainer in the facility.

50. Should you experience pain or discomfort or injury during your session, please let us know immediately and we can take the appropriate action.

51. During your Personal Training, health concerns that may arise may require further input from a health professional such as doctor, physiotherapist, Chiropractor or Sport therapist. If such concerns arise, then where possible you should consult the appropriate health care professional before continuing your training sessions.

52. Please be aware that whilst your trainer has a minimum of Level 3 Personal Trainer qualification, they are not qualified health care professional and cannot prescribe treatment or diagnose any kind of injury, disease, or any other medical problem.

As part of purchasing Personal Training services, you have opted into these terms and conditions. If you have any further questions regarding the terms and conditions, then please contact your facility reception.