

Terms and Conditions for Block Payments for Lleisure Coaching Courses

1. A number of Lleisure Coaching Courses are available which provide access to specific activities. Examples of such activities include but are not limited to: weekly gymnastics, swimming and trampoline coaching, or such coaching activities as Liberty Leisure Ltd may provide from time to time at its absolute discretion.
2. Block payments for coaching courses must be made in full at the time of joining.
3. Payment must be made in advance for each coaching course, providing credits for each session. If you wish to continue with the activity, payment for subsequent blocks (renewal / topping up) must be made at Reception before your current credit runs out (before the start of the last coaching session).
4. Your credits will reduce each week for your booked activity, regardless of attendance or non-attendance.
5. If your credit for a course expires (reaches zero), it is classed as non-payment and results in your place being automatically removed from the course. We will endeavour to send an email reminder when your account has three credits remaining, to remind you to pay for the next block period.
6. Where coached activities are cancelled due to planned maintenance, Bank Holidays, school holidays or unforeseen closures, your credits will not reduce.
7. If an adult user is purchasing an activity on behalf of a user under 16 years of age ('U16'), the adult user is deemed to be accepting these Terms and Conditions on the U16's behalf. By accepting these, they agree to be responsible for the behaviour and actions of the U16 at all times and to pay Lleisure any amounts that are due on their behalf.
8. **Cancellation Terms for Lleisure Coaching Course Block Payment customers:**
 - To cancel a Coaching Course please write to the appropriate leisure centre: bramcote@lleisure.co.uk; chilwell@lleisure.co.uk; stapleford@lleisure.co.uk
 - Coaching courses are non-refundable, with the exception of you having the right to cancel within a 14 day cooling off period after joining, by contacting the relevant leisure centre. Where there has been no use during the first 14 days, Liberty Leisure Limited will refund in full all monies received. Deductions equivalent to our standard charges will be made to cover any usage within the 14-day period. In no other circumstances will fees be refunded.
 - Cancellation results in giving up your place on the Coaching Course.

9. **Suspension of Course:**

- You can only suspend your coaching if your circumstances change significantly, such as suffering an injury, which prevents you from using the facilities. Your credits can be frozen. A Doctor's letter or its equivalent is required as proof of injury. This arrangement cannot be back dated and will be implemented from the date of notification.
- In such circumstances your place will be removed from the course and placed onto the waiting list, to re-join at a later date when ready to re-commence. Liberty Leisure Limited cannot hold onto a space within the member's class nor guarantee a place for them when they are ready to re-join.
- The suspension period cannot exceed 6 months.
- To suspend your place on a Coaching Course please write to the appropriate leisure centre: bramcote@lleisure.co.uk; chilwell@lleisure.co.uk;

10. **Data Protection**

Any personal information obtained from you is for the purpose of administering your coaching course booking, seeking feedback or providing information on products or services you have requested from us. The collection and retention of any such information shall be in accordance with any relevant data protection legislation from time to time and in accordance with Liberty Leisure Limited's data protection policy. For further information about how we use and share data please visit <https://www.lleisure.co.uk/privacy-notice/>

These Terms and Conditions are subject to review at any time and at the absolute discretion of Liberty Leisure Limited. Last updated December 2024.