

ADMISSION POLICY

- Admission to the leisure centre is subject to the centres admission fees either membership or pay as you go charges
- Members must scan their barcode or check in at reception to record their attendance and gain access to the various areas and activities with the centre
- Admission to the leisure centre is based on a current timetable which is subject to change
- Admission to Sauna/Steam room is strictly for over 18's only
- Adult gym sessions are for over 18's only
- Student gym and swim sessions are for over 16's only
- Teen gym and swim sessions are for ages 13-15 years only
- All teens must complete a gym safety induction prior to accessing the gym or fitness classes.
- All gym patrons must sign a Health Declaration at sign up
- If you know or are concerned you have a medical condition which might interfere with exercising safely you should get advice from the relevant medical professional and follow any advice given before using the facility.
- Our pools have max bather loads for the safety of all patrons. Please note if these are reached, access may be restricted until safe levels return.
- People under the influence of alcohol or drugs will be refused entry to the leisure centre
- During Swimming Lessons a parent is requested to stay on site.

CHILDRENS ADMISSION

- Children aged under 8 years must be accompanied by a responsible adult (18 years or over) in the water in the ratio max 2 children to 1 adult
 - Supervision from the viewing gallery or pool deck will not be accepted as adequate supervision.
- Children 8yrs – 10yrs must have an Adult (over 18yrs) in the building
- Children must be supervised by an adult at all times while in the centre.
- Supervising adults must comply with safe supervision ratios of parent/guardian to child while in the pool

Please follow the rules and advise on display for the various activities at the centre. These rules and information are in order to ensure that everyone may continue to enjoy a safe and pleasant facility.

Any person(s) that do not abide by the rules set out by the Management may be asked to leave

On joining, the member/user automatically accepts and agrees to be bound by these conditions. Pay As You Go users automatically accept and agrees to be bound by these conditions or by virtue of using our services.

ACCESS

All visitors must register with LeisureWorld to use our services. Children must be registered by their parent or guardian. All visitors must record their attendance.

Each member/user can generate a barcode in the LeisureWorld app to gain entry. All members/users must record a visit by swiping or checking in at reception, no exceptions.

MEMBERSHIP CANCELLATION POLICIES

There is a 28-day notification period of your intention to cancel a monthly membership. Cancellation via phone call is not accepted.

Members must contact via email to cancellations@leisureworldcork.com. Cancelling a direct debit with your bank is not valid notice as we are not informed of these cancellations.

If you purchase your membership online, you have 14 days to change your mind before you use your membership. Cooling off is only applicable to change of mind and non-use. LeisureWorld will waive the exclusion for services that have already started, i.e., you selected your membership to start immediately but did not use it.

Our terms and conditions will come into force automatically after the 14-day period has elapsed. In person purchases of goods and services are not entitled to a cooling off period.

For information about your consumer rights relating to contracts please refer to <https://www.ccpc.ie/consumers/contracts-and-services/gym-contracts>

MEMBERSHIP FREEZE OPTION

You can freeze your membership for a minimum of one month's up to a maximum of 3 months. You can do this once per calendar year. Monthly members can only freeze for whole months. Freezing of your membership can only be granted with a prior written request from the member/user and approval from the management.

Periods of non-use of the facilities cannot be backdated under any circumstances. Couple members are not able to be frozen individually, both memberships must be frozen together.

MONTHLY BILLING

Membership payments are due regardless of usage. New members agree to a minimum commitment of one full billing cycle, that is one payment must be collected before you can terminate. **This contract automatically renews after the minimum period of 1 month and will continue indefinitely unless cancelled by the member.** We require 28 days notification via email to cancellations@leisureworldcork.com of your intention to cancel a monthly membership.

Please note we cannot part bill a month if your next billing date falls within your notice period you will be billed for the next full month and your membership will finish at the end of that monthly cycle. Monthly membership billing is done via direct debit.

TERMINATION OF MEMBERSHIP

Management reserve the right to terminate any membership for violation of any rules or regulations of the facility, or for conduct deemed by the management to be detrimental to the safety and welfare, good order, or character of the facility, it's staff or its members and users.

TRANSFER OF MEMBERSHIP

Memberships may not be transferred or assigned to another person. Membership deposits and fees are not refundable under any circumstances. The registered member/user is the only person that can use the membership, no sharing is permitted.

REFUND POLICY

A refund for non-use of membership will not be granted under any circumstances.

Courses and fitness class bookings are paid in full and non-refundable. If a class is cancelled in advance by the member/user, in line with the cancellation policy, a booking credit note will be issued to your membership account.

Courses and fitness class bookings are paid in full and non-refundable. If a class is cancelled by the facility, a credit note will be issued to your account or a request can be made for a refund.

Any request for refund should be made prior to your service booking commencing. Once a service booking has started requests for refunds will be rejected.

In circumstances where a customer has been advised that they cannot make use of membership/class/course by a medical professional, we can review a request for a credit for time missed due to illness or injury if it is accompanied by an appropriate dated medical note. Any request for a medical refund must be made to the facility via email to info@leisureworldcork.com.

RETURNS POLICY

Any product bought at LeisureWorld that is faulty should be returned accompanied with a receipt as proof of purchase. This should be done at the site the product was purchased at. Products that have been purchased and are broken by use, and not due to defects, are not eligible for a refund.

GENERAL CODE OF CONDUCT

FOOD AND DRINK

Food or drink, except water, is not permitted in any of the activity areas of the facility. Chewing gum is strictly prohibited.

MOBILE PHONES, CAMERAS, AND RECORDING EQUIPMENT

Mobile phones are prohibited for use in the changing rooms and swimming pool areas. Please respect other members right to privacy and to work out without being recorded or photographed. You are not permitted to take photos or record videos that contain personal data of others, especially if you intend to share your recordings with others. Recording or photographing members without their permission may result in termination of membership.

LOCKERS

Lockers must be used by all members to secure belongings. Lockers operate using a €1 coin or token to secure the locker, and it is returned when the locker is opened. The member/user acknowledges that the facility will not be responsible for the loss of any personal items or damage to personal property, either on the facility or in the facility car parking areas. LeisureWorld accepts no responsibility for personal items that are brought into the facility by members/users. LeisureWorld will not accept custody of personal items, you must use the lockers provided.

FACILITY CONDITION

The facility management will use its best endeavours to ensure that all facilities, apparatus, and equipment are maintained in working order but accepts no responsibility to the member/user for failure or breakdown of any equipment or apparatus however caused. You must inform staff of any defect you notice or become aware of while using the facility, to allow our staff make good and safe any defects.

DISPUTES

In the event of any dispute arising between a member/user of the facility and the management of the facility, the decision of LeisureWorld management will be final.

FITNESS CLASSES

Classes are available for persons aged over 16 years only unless otherwise stated. 60 minutes notice is required to cancel a class booking. You must scan your access card or check in at reception to register attendance, no exceptions.

SWIMMING POOL USE

All users of the swimming pool must use the showers before entering the pool. Swim caps must be worn. No outdoor footwear is permitted on the pool deck. Swimmers are encouraged to wear appropriate footwear on the pool deck and in the changing areas. A full list of rules and regulations are in place in each of the pool areas, members/users must agree to comply with the regulations in each area.

[Please click here to view our Pool Rules](#)

SAUNA AND STEAM ROOMS

The sauna and steam room are restricted to over 18's only. Please read the user guidelines for each area before use. No shaving permitted in either area.

[Please click here to view our Sauna & Steam room user guidelines](#)

GYM AND AEROBIC STUDIO

A list of rules and regulations are in place in each of these areas, members must agree to comply with the regulations in each area.

[Please click here to view our Gym & Aerobic studio rules](#)

HEALTH SCREENING

The member/user acknowledges that he/she is in good health and is not suffering from any illness or disease.

All members confirm a Health declaration on booking. Should this change, it is the member/user's responsibility to seek advice.

AMENDMENTS

The management reserves the right to amend and add to these conditions as it sees fit and the member/user shall observe any amended or additional conditions or rules so made.

MEMBERSHIP TYPES

Pay As You Go Membership

PAYG membership is available for all adults, students and children to access our services on an ad-hoc basis. Payment is made for each visit by way of access tickets or bookings. It is free to register as a Pay As You Go member.

Adult Membership

To qualify for this membership, you must be aged between 18 years and older This membership allows one person to use our service. Adult membership is available for either all services or for swim only.

Over 65 Membership

To qualify for this membership, you must be aged 65 year or older This membership allows one person to use our service. ID is required when enrolling for this membership.

Unemployed Membership

To qualify for this membership, you must provide proof of unemployment. This membership allows one person to use our service. ID is required when enrolling for this membership.

Couple Membership

This gives a family the opportunity to jointly purchase memberships. There will be a primary and a linked member. Payments are assigned to the primary member. Each member/user will receive an individual membership card. If the primary member/user fails to make the monthly payment, both memberships will be withdrawn. All changes to the membership must be made by the primary member.

Student Membership

To qualify for student membership, you must be aged 16 or over, or be enrolled in full-time education programmes if over 18 years old. Part-time and professional education programmes are not valid for student memberships. If under 18 we require photo ID. Production of a valid student ID with expiry date on the card or dated proof of enrolment is required to purchase these memberships if you are over 18 years old.

Child Pool membership

To qualify for child membership, you must be aged 6-17. Child memberships are only available when linked to an adult membership. Use of a child membership must comply with Admission policy.

Teen membership

To qualify for teen membership, you must be aged 13-17. Teen memberships permit access to the pool, gym and fitness classes. Teen members are required to complete a safety induction with a trainer prior to using the gym.

PRIVACY POLICY

A copy of our privacy is available online at <https://www.leisureworldcork.com/privacy-policy/>