Team Surrey Juniors Membership Terms & Conditions ("Terms & Conditions")

Effective Date: [20/11/26]

1. **Introduction**
   1.1. These Terms & Conditions govern Team Surrey Juniors Membership operated by Surrey Sports Park Limited ("**SSP**", "**we**", "**us**" or "**our**").
   1.2. Team Surrey Juniors Membership is available to young people aged 12 to 15 years inclusive ("Junior Members").
   1.3. Membership applications must be completed and accepted by a parent, guardian or person with parental responsibility aged 18 years or over on behalf of the Junior Member.
   1.4. By accepting membership, the parent, guardian, or person with parental responsibility for a Junior Member, and the Junior Member agree to comply with:
      1.4.1. these Terms & Conditions;
      1.4.2. SSP rules and regulations;
      1.4.3. Team Surrey policies and procedures;
      1.4.4. health and safety requirements;
      1.4.5. safeguarding policies and procedures; and
      1.4.6. any reasonable instruction given by SSP staff, coaches or programme leaders.
   1.5. SSP reserves the right to amend these Terms & Conditions from time to time and will provide reasonable notice in writing (including via email) of any material changes.
2. **Membership Benefits**
   2.1. Team Surrey Juniors Membership includes:
      2.1.1. weekly supervised gym sessions. Junior Members may only access the gym during designated Team Surrey Juniors sessions and under the supervision of authorised SSP staff. Independent gym access is not permitted for Junior Members unless specifically approved under an alternative SSP junior fitness programme;
      2.1.2. weekly supervised swimming sessions;
      2.1.3. the ability to book eligible sessions through the Surrey Sports Park app and/or online booking platforms;
      2.1.4. member discounts on selected junior camps, courses and activities operated by SSP; and
      2.1.5. additional membership benefits as communicated by SSP from time to time.
   2.2. Access to sessions is subject to availability and booking requirements.
   2.3. SSP reserves the right to amend session programmes, timetables and membership benefits where reasonably necessary for operational, staffing, programming or facility requirements.
3. **Membership Eligibility**
   3.1. Team Surrey Juniors Membership is available only to individuals aged 12 to 15 years inclusive. Proof of age may be required at the time of application. Eligibility ceases when the Junior Member reaches 16 years old.
   3.2. Parents, guardians, or persons with parental responsibility for Junior Members must:
      3.2.1. provide accurate personal, emergency contact and medical information when applying for membership; and
      3.2.2. notify SSP of any changes to this information as soon as reasonably practicable.
   3.3. SSP reserves the right to refuse, suspend or terminate membership where eligibility requirements are not met or where false or misleading information has been provided.
4. **Health and Medical Information**
   4.1. It is the responsibility of the parents, guardians, or persons with parental responsibility for Junior Members to ensure that the Junior Member is physically able to participate in Team Surrey Juniors activities.
   4.2. If there is any doubt regarding a Junior Member's ability to participate, medical advice should be sought before attendance.
   4.3. Parents, guardians, or persons with parental responsibility for Junior Members must disclose any relevant medical conditions, allergies, injuries, disabilities or additional support needs and keep this information up to date.
   4.4. SSP reserves the right to refuse participation where it reasonably believes that participation could pose a risk to the health, safety or welfare of the Junior Member or others.
5. **Supervision and Safeguarding**
   5.1. Team Surrey Juniors gym sessions are supervised by appropriately trained SSP staff.
   5.2. Whilst parents, guardians, or persons with parental responsibility for Junior Members are not required to remain on site during gym sessions, SSP recommends that they remain within the building where reasonably possible.
   5.3. For all swimming sessions, a parent or guardian, or person with parental responsibility for a Junior Member must remain within SSP for the duration of the session and be available in the event of an emergency.

5.4. Parents, guardians, or persons with parental responsibility for Junior Members remain responsible for Junior Members before the advertised start time and after the advertised finish time of each session. SSP staff are not responsible for supervising Junior Members outside the advertised session times.

5.5. Parents, guardians or persons with parental responsibility for a Junior Member are responsible for ensuring prompt and safe arrival and collection arrangements for their children following each session. Where SSP is unable to contact the parent, guardian or person with parental responsibility for a Junior Member, SSP may contact any emergency contact provided and take reasonable steps to safeguard the Junior Member.

5.6. In the event of an accident, illness or emergency where a parent, guardian, or person with parental responsibility for a Junior Member cannot be contacted or it is not reasonably practicable to contact them in advance, the parent, guardian or person with parental responsibility for a Junior Member consents to SSP seeking appropriate emergency medical assistance and/ or obtain emergency medical treatment for the Junior Member where it reasonably considers it necessary.

6. Junior Members' Obligations

6.1. Junior Members must:

6.1.1. follow instructions from coaches and staff;

6.1.2. complete a gym induction before using the gym and may only access the gym during designated Team Surrey Juniors sessions and under the supervision of authorised SSP staff. Independent gym access is not permitted;

6.1.3. behave respectfully towards staff, volunteers and participants;

6.1.4. use equipment appropriately and safely; and

6.1.5. comply with all SSP rules and health and safety requirements.

6.2. SSP reserves the right to immediately remove a participant from a session where behaviour, safety, welfare or safeguarding concerns arise.

6.3. All Team Surrey Juniors activities operate in accordance with SSP safeguarding policies and procedures.

7. Membership Fees, Duration and Payment

7.1. Team Surrey Juniors Membership is available as a Monthly Direct Debit Membership only.

7.2. Team Surrey Juniors Membership commences on the start date agreed with SSP and will automatically renew each month unless cancelled in accordance with these Terms & Conditions.

7.3. Notwithstanding any other provision of these Terms & Conditions, the Team Surrey Juniors Membership shall automatically terminate at the end of the month that the Junior Member turns 16 years old. No further membership fees shall be payable after that date.

7.4. Membership fees are payable at the rates published by SSP on its official website: https://surreysportspark.co.uk/membership (as varied from time to time). These rates are inclusive of VAT unless explicitly stated otherwise.

7.5. Monthly payments will be collected by Direct Debit from a UK bank account on the due date agreed with SSP.

7.6. Membership fees are non-refundable except where expressly stated in these Terms & Conditions or where required by law.

7.7. The membership is personal to the named Junior Member and may not be transferred, shared, assigned or used by any other individual.

7.8. SSP reserves the right to review and vary membership fees from time to time. SSP will give at least thirty (30) days' written notice of any increase in membership fees. A Junior Member who does not wish to accept the increased fee may terminate their Team Surrey Juniors Membership at any time before the increased fee takes effect. If the membership is not terminated before the end of the notice period, the increased fee will apply from the date specified in the notice.

7.9. If membership fees remain unpaid, SSP reserves the right to suspend access to Team Surrey Juniors activities until outstanding payments have been received.

8. Membership Term and Cancellation

8.1. Monthly memberships are subject to a minimum membership term of three (3) months from the membership start date.

8.2. Memberships may not be cancelled during the minimum membership period except during the Cooling-Off Period (defined below), under exceptional circumstances outlined in these Terms & Conditions, or where required by law.

8.3. Following completion of the minimum membership term, cancellation requests must be submitted in writing (including by email) by the parent or guardian.

8.4. Cancellation requests received on or before the 15th day of a calendar month will result in membership ending on the last day of that month.

8.5. Cancellation requests received after the 15th day of a calendar month will result in membership ending on the last day of the following calendar month.

8.6. Membership fees remain payable throughout the applicable notice period.

9. Cooling-Off Period

9.1. **A fourteen (14)-day cooling-off period applies from the day after the membership agreement is entered into.**

9.2. Where sessions have been attended during the Cooling-Off Period, SSP reserves the right to deduct the value of sessions attended from any refund due.

10. Membership Freeze

10.1. Memberships may only be frozen in exceptional circumstances e.g. illness, pregnancy, or injury.

10.2. All freeze requests must:

10.2.1. Be submitted in writing; and

10.2.2. Be supported by a valid GP, or other reasonable medical evidence.

10.3. SSP reserves the right to request additional evidence to support your freeze request, e.g. a medical certificate or equivalent, where reasonably required.

10.4. The minimum freeze period is one (1) calendar month, and the maximum freeze period is three (3) calendar months unless otherwise agreed by SSP.

10.5. During a freeze period:

10.5.1. membership access will be suspended;

10.5.2. session bookings will not be permitted;

10.5.3. participation in Team Surrey Juniors activities will not be permitted; and

10.5.4. membership-related discounts and benefits may be suspended.

10.6. Membership (and its associated benefits) will automatically recommence at the end of the approved freeze period.

11. Conduct, Behaviour, and Complaints

11.1. Junior Members, parents, guardians and persons with parental responsibility for Junior Members must act respectfully towards SSP staff, coaches, volunteers, participants and visitors.

11.2. SSP operates a zero-tolerance approach to bullying, harassment, discrimination, threatening behaviour, abusive language or conduct likely to cause harm or distress.

11.3. Members must use facilities and equipment safely and responsibly.

11.4. Parents, guardians, and/or persons with parental responsibilities for Junior Members may be liable for reasonable costs arising from deliberate, negligent or reckless damage caused by a Junior Member to SSP property or equipment.

11.5. SSP may immediately suspend or terminate membership where safeguarding, welfare or health and safety concerns arise, and continued participation is considered inappropriate.

11.6. Parents, Guardians, and persons with parental responsibilities for Junior Members must:

11.6.1. support positive behaviour and good sportsmanship;

11.6.2. communicate respectfully with staff, volunteers, officials, and other families; And

11.6.3. raise concerns through appropriate channels.

SSP reserves the right to suspend or terminate membership where serious misconduct or repeated breaches of these Terms & Conditions occur.

11.7. Parents, guardians, persons with parental responsibilities for Junior Members, and/or Junior Members who wish to raise a complaint should complete the SSP Feedback Form on SSP's website: https://surreysportspark.co.uk/feedback-complaints-policy (as varied from time to time).

11.8. Junior Members must:

11.8.1. treat others with kindness and respect;

11.8.2. include others in activities where appropriate; and

11.8.3. report bullying concerns to a member of staff or coach.

11.9. Any reported bullying concerns will be taken seriously and addressed in accordance with organisational safeguarding procedures.

12. Facilities and Activities

12.1. SSP reserves the right to alter, postpone or cancel sessions, activities or access to facilities due to maintenance, staffing requirements, health and safety concerns, events or circumstances beyond its reasonable control, including but not limited to, natural disasters, pandemics or government-imposed restrictions.

12.2. Session timetables, instructors and programme content may be changed from time to time without entitlement to compensation. This may be necessary in order for SSP to meet capacity demands during term time, summer holidays, and festive periods. Such changes may also be made where an instructor is unwell and SSP cannot find cover.

12.3. SSP will use its reasonable endeavours to notify Junior Members of significant changes affecting scheduled activities within a reasonable period. Occasional changes to services shall not entitle members to compensation.

13. Use of Changing Facilities

13.1. Junior Members must follow all guidance relating to changing room and toilet facilities.

13.2. Respect for privacy, dignity, and personal space is expected at all times.

13.3. Photography, video recording, and use of mobile devices in changing areas is strictly prohibited.

13.4. Younger members may require supervision arrangements appropriate to their age and safeguarding needs.

14. Online Booking Accounts

14.1. Parents, guardians, and/or persons with parental responsibilities for Junior Members are responsible for maintaining the security of their children's online membership and booking account.

14.2. Login details and passwords should be kept confidential.

14.3. Parents, guardians, and/or persons with parental responsibilities for Junior Members are responsible for ensuring all bookings, cancellations, payments, and account activity are made in accordance with these Terms & Conditions.

14.4. The organisation reserves the right to suspend access to accounts where misuse, fraud, or inappropriate activity is suspected.

15. Liability

15.1. Participation in sport, exercise and physical activity carries an inherent level of risk which is accepted by the Junior Member, parents, guardians, and/or persons with parental responsibilities for Junior Members.

15.2. Nothing in these Terms & Conditions excludes or limits SSP's liability for death or personal injury arising from negligence or any liability that cannot be excluded by law.

15.3. SSP accepts no responsibility for loss, theft or damage to personal belongings brought onto SSP premises unless required by law.

15.4. Any lost property retained by SSP will be managed in accordance with SSP's Lost Property Procedure (as varied from time to time).

16. Data Protection

16.1. Personal information will be processed in accordance with applicable data protection legislation and SSP's policies:

16.1.1. Data Protection Policies Information governance | University of Surrey (as varied from time to time); and

16.1.2. SSP's Privacy Policy SSP - Privacy Policy (as varied from time to time).

16.2. Information collected will only be used for the purpose of membership administration, safeguarding, emergency contact purposes and programme delivery.

16.3. Marketing communications will only be sent where appropriate consent has been provided.

17. Miscellaneous

17.1. If any provision of these Terms & Conditions is found to be invalid or unenforceable by a competent authority, the remaining provisions shall remain valid and enforceable.

17.2. These Terms & Conditions and any documents referred to in them constitute the entire agreement between SSP, the Junior Member, parents, guardians or persons with parental responsibility for the Junior Member. It supersedes any prior counterparts, agreements or understandings.

18. Governing Law

18.1. These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales.

18.2. The parties shall use reasonable endeavours to resolve any dispute arising under these Terms & Conditions through discussion, and where appropriate, mediation before commencing court proceedings.

18.3. Any dispute arising from these Terms & Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.