

Terms and Conditions of Memberships “changes due to COVID -19”

COVID-19 pandemic

Due to the pandemic we have made some temporary changes to the terms and conditions of your contracts. As we do not know how long this pandemic will last, we will keep you updated through membership newsletters and the Pulse website.

1. All memberships are automatically frozen when the centre has been forced to close
2. If you have a prepaid membership your time will be automatically extended for the time lost
3. If you are on direct debit your payments will be frozen until the centre opens again
4. Once the centre re-opens the following options are available to you:
 - a. Automatically restart your membership payment – your membership terms will be extended by the same amount of time it was frozen
 - b. You are still required to pay your 12 instalments as stated in your contract
 - c. Refunds on money paid to date will not be issued due to your contract being extended
 - d. All other contract terms remain in place
5. If you do not feel able to return, we are offering 1, 2, 3 and 6 month freezes on memberships
6. Where possible the team will contact you to organise the freezes
7. A copy of these additional T&C's is available on request
8. If you do not hear from us or if you would like to take advantage of the COVID freeze send an email to hello@pulsedursley.co.uk a member of the team will contact you to discuss your options
9. If you have are having financial issues due to COVID which may include:
 - a. Redundancy
 - b. Self employed and not able to claim grants
 - c. Unable to work due to COVID restrictions

We will without fuss cancel your contract immediately or give you the option to freeze or pay a reduced amount for 6 months.

At the time of writing these amended terms and conditions we do not know how long this pandemic will last but trust that we will ensure that all members are treated fairly with respect and consideration.

COVID Update November 2020 – 2nd Wave

Due to the centre being closed for the 2nd time I have updated the changes to your membership contracts.

1. All memberships are automatically frozen from the day of closure
2. If you have a prepaid membership your time will be automatically extended for the time lost
3. If you are on direct debit, your payment was taken in November due to the closure notice not allowing us time to stop the payments
4. No payments will be taken in December in lieu of your November payment
5. All memberships will be automatically activated on the day of opening

Further updates will be communicated to members if we have to increase the length of this closure.

You can contact the Pulse through hello@pulsedursley.co.uk or through the main number 01453 546441 if you would like to speak to a member of the Pulse team.