

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.

Returning after the 2nd lockdown

The Pulse will re-open on the 2nd December under the new tier system. Dursley has been classified as tier 2.

As a result of the latest information The Pulse will be open and operating the same programme which was in place prior to lockdown 2.

1. All memberships which were active prior to the second lock down will be automatically restarted
2. No payments will be taken from your accounts in December unless we were unable to collect your November payment
3. Your terms and conditions of contract remain unchanged
4. If you pay by direct debit you are still required to make 12 monthly instalments and your membership will be extended to ensure you receive the full 12 months
5. Prepaid members will have their memberships extended
6. Customers paying by direct debit who were previously on a 6-month freeze will have their memberships terminated unless you contact the centre and state you want to continue.
7. The 6-month freeze finishes from the end of January 2021
8. If you wish to continue contact must be made by 15th January 2021
9. Customers wishing to freeze as a result of the 2nd lockdown can do so for up to 3 months, choosing:
 - a. 1 month
 - b. 2 months
 - c. 3 months
10. Once the freeze option you have chosen has ended your account will be automatically started under the same terms and conditions and all monthly financial instalments going forward must be honoured
11. If you have financial issues related to COVID which may include:
 - a. Redundancy
 - b. Self employed and not able to claim grants
 - c. Unable to work due to COVID restrictionsWe will without fuss cancel your contract immediately
12. During December we are opening the "On Demand" library of classes where you will have access to over 40 classes throughout the month to enjoy from the comfort of your own home on us
13. The on-demand library will be available until the 1st January 2021.

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.