

Terms and Conditions of Use

All users of Magna Vitae facilities must observe the following rules and comply with any directions the Staff and Management may give to ensure the smooth, safe and efficient operation of the leisure venues. Magna Vitae reserves the right to alter and amend these rules at any time.

Magna Vitae (MV) Card

The MV Card provides a range of discounts on activities across all leisure facilities and also provides the holder with the opportunity of priority booking (7 days in advance, non-card holders can only book 2 days in advance).

A MV Card is available, free of charge, to residents of East Lindsey and all of its neighbouring districts; (South Holland, West Lindsey, North Kesteven, South Kesteven, Boston Borough, North East Lincs and Lincoln City Council) Magna Vitae cards are available to purchase to all other users wishing to benefit from the MV Card discount at a cost of £25.00 per annum. A MV Card is valid for 12 months.

MV Cards are directly provided by Magna Vitae; the full terms and conditions of which are available at www.magnavitae.org. MV Card holders are strictly required to consent to their photograph being taken by Magna Vitae in order to assist with identification purposes. In order to use swipe entry devices or access their discount/concession, Magna Vitae card holders are required to present their card when using all Magna Vitae leisure facilities. A charge of £1.00 will be made for any replacement card required. Any misuse of a Magna Vitae card will result in immediate cancellation. Magna Vitae card holders who qualify for concessions will be subject to a strict six monthly criteria / qualification review.

Bookings

All users of Magna Vitae (MV) facilities must observe the following rules and comply with any instructions the Staff &/or Management may give. Magna Vitae reserves the right to alter and amend these rules at any time.

Generally, payment for any service, hire &/or Facility booking must be made in full prior to the time of booking.

The published fees and charges are for clubs and individuals; commercial bookings are welcome, however, they are subject to a price uplift. Please contact the Site Operations Manager to confirm price.

Booking Cancellations

For all booking cancellations, where more than 48 hours' notice is given there will be no charge, however, if less than 48 hours' notice is provided the full charge will apply and no refund given.

Bookings can be cancelled in person, by telephone or e-mail at each site. If a prepaid booking is cancelled by Magna Vitae a full refund or financial credit will be given.

There are four defined types of booking taken at Magna Vitae leisure facilities:

1. Block Bookings;
2. Casual Bookings;
3. Courses (Dry Side Sports & Swimming Pool Activities) and
4. Birthday Party, Event &/or Function Bookings.

1. Block bookings

Block booking is available to sports clubs or formally constituted organisations who commit to a regular time and day. This is generally for a period of six (6) months or more. Please note, it is preferred that school swimming booking applications are invited to book for the full academic year September - July.

Generally, block bookings are made available within two specified block booking periods, these being:

- Period 1 - April to September
Period 2 - October to March

An exception to the above is the outdoor swimming pool facility at Skegness. This will be marketed / booked appropriately subject to its seasonal availability. Magna Vitae Operations Managers have discretion to amend these periods in appropriate circumstances.

Any changes to the conditions for a Block Booking or Managers Discount can only be authorised by an Operations Manager or member of the MV Senior Leadership Team.

In order to qualify for a 'Block Booking Discount', bookings received must satisfy the following criteria:

A block consists of ten (10) or more sessions and the booking is to be used by a School, Sports Club, Association or Organisation representing Affiliated Constituted Clubs i.e. a Local League. It does not apply to informal groups of people or commercial organisations. In the event of a Club or Organisation wishing to cancel one or more of their dates within the Block Booking Period, the Block Booking Discount will no longer be applicable, the discount applied for the whole block booking period will be withdrawn and the full price will apply.

Groups to whom facilities are booked have exclusive use during their booked sessions i.e. exclusive use of court; not exclusive use of the entire sports hall. The area booked will be clearly referenced on the booking form.

The booking form will constitute a legally binding contract.

Any additional dates and times to the originally agreed block booking are to be treated as an additional separate booking where appropriate. Payment will be required in advance either by monthly invoice (authorised in advance by the Operations Manager) or at Reception. Where a purchase order number is required for an invoice, the hirer must provide MV with this at the time of booking submission.

2. Casual ad hoc bookings

Casual bookings are always taken on a day-to-day basis for various activities or sessions available at Magna Vitae venues and must be paid for in advance of facility use.

MV Card holders may book 7 days in advance. Non MV Card holders may book 2 days in advance.

All customers will be issued with a receipt as proof of purchase at point of sale.

3. Courses (dry side sports and swimming pool activities)

These are regulated, instructed, supervised activities &/or coached sessions. There are two types of booking available at Magna Vitae venues:

Educational e.g. Swimming Lessons

Payment is required in full at the time of booking by either cash or direct debit (where appropriate).

No refunds/credits are to be given for courses cancelled by the customer. In exceptional circumstances, credits may be made available for long term absence through serious illness/injury or moving more than 30 miles away from the area (excluding NPLQ courses). In these circumstances, apply in writing for a refund to the Operations Manager of the facility being used. Professional/medical evidence may be required of the illness/injury suffered in order to qualify for a refund.

Daily activities / sessions e.g. badminton court / exercise class

Payment is required upon booking up to 7 days prior to the booking in order to secure a place/court where applicable. (Magna Vitae endeavour to give customers 24 hours' notice of cancellation where there are insufficient numbers attending or the class is cancelled.) Cancellation refunds/credits are subject to Magna Vitae's 48 hour cancellation policy and will be issued from the facility at which the booking was made.

Any customer taking part in a course organised by Magna Vitae must complete an appropriate enrolment form where required. Telephone bookings are only accepted from current MV Card holders and payment must be made with a credit or debit card at the time of booking. In the event of a refund being requested the customer will be required to present the original receipt issued to them at point of sale.

Any courses set up by Magna Vitae will only run if there is sufficient demand: where a course is cancelled, an alternative course will be offered or a refund/credit given. Magna Vitae reserve the right to change instructors without prior notice and transfer any customers believed to have enrolled onto an incorrect course. For some courses, specialist footwear and clothing may be required; Customers are advised to check this at the time of enrolment.

4. Birthday party, events and/or function bookings

To book a birthday party, payment is required in full at the time of booking.

Operations Manager authorisation is required for exceptional booking/ payment terms with regard to large scale events or function bookings. **i.e. for larger events/functions payment is required at the time of booking.**

For a special event or function, the event organiser is required to provide an event plan, Insurance details, DBS checks and qualifications etc where appropriate.

Facilities

Fitness Suite

Customers must be over 16 to use the Fitness Suite (with the exception of Fitness Academy and supervised School sessions). Children with a fitness membership (aged 11 to 15 years) must be accompanied by a responsible adult (16 years +) at all times. All customers are required to complete a confidential health questionnaire (PARQ) before using the fitness suite. Where there are contra-indications identified, the customer may be directed to their GP to confirm their suitability to exercise. All customers must inform a Fitness Advisor if their medical condition/status changes over time. Customers are required to undergo a facility induction prior to using the equipment unsupervised. Appropriate gym wear and footwear must be worn at all times. The conditions of use are displayed prominently in each facility. Should these rules not be followed, the Centre Management reserve the right to refuse entry to the fitness suite.

Fitness membership terms and conditions

Junior membership ceases at the age of 18 i.e. up to and including age 17 years.

Student memberships are available to those in full time education on providing suitable evidence of their current course of study. Evidence is to be provided as and when requested.

Following a first one-off pro-rata payment, membership will automatically continue on a month by month rolling renewal until such time as we are notified by the Member of their intention to cancel in writing, giving one month's notice.

Magna Vitae has the authority to assign the benefit of a membership contract to another operator, firm or company at any time without giving notice and membership will then continue with the new company.

Magna Vitae reserves the right to:

- Close any Magna Vitae Fitness Suite facility for up to 7 days without providing a refund/credit for this period.
- Change the terms and conditions and rules and regulation for the use of its facilities by giving customers/members seven (7) days' notice.
- Make any changes, temporary or permanent, to any facilities, services or activities and we do not need to give you notice to do so.
- Close any facilities within the centre if essential maintenance or servicing is required.

Unless otherwise provided for in these terms, we do not offer refunds for non-usage of club facilities.

Annual memberships shall be paid in full, up front and cancellation refunds will not be made in any circumstances.

You may suspend your membership for a period of one month for any reason, once in a 12 month period.

On revising the price of membership fees, at least 10 working days' notice of changes will be provided to you as per the direct debit mandate guarantee.

All direct debit collections for fitness suite memberships shall be made monthly in advance. Where a time-lapse occurs before first collection of direct debit payment an upfront advance payment (pro-rata) will be required e.g. in the case of a membership where a new user joins part way through a month. These 'pro-rata' payments should be made at the time of taking out the membership or at the first opportunity either by telephone or in person. Please note, entry into a MV Fitness Suite facility will not be permitted until the customers' account is paid up to date.

Direct Debit instructions can be returned as unpaid by the bank for the following reasons:

- Instruction cancelled - In this instance the membership will be cancelled and the debt removed from the MRM system by the Business Development Officer (BDO);
- Refer to Payer - The debt will remain on the customers' account until their first visit (post payment referral) at which time they will be

asked to pay (no access will be allowed until the account is brought up to date) otherwise we will attempt to collect the outstanding amount on the next direct debit run. If the collection fails on the second attempt the membership will be cancelled and the debt removed from the MRM system by the BDO;

- No Instruction - This occurs when Reception have failed to collect the pro-rata fee (the system will attempt to collect the fees however the bank have not had time to set up the instruction). The customer will be asked to pay the outstanding fees on their next visit and access to the Fitness Suite will be denied until the outstanding amount is paid in full.

Exercise classes

The conditions of use are displayed prominently in each Facility. Appropriate gym and footwear must be worn at all times.

Customers are required to inform the class instructor of any change/ issue relating to their medical condition, including any new illnesses/ injuries (including pregnancy) which may affect their workout / ability to work out. Instructors will prompt this prior to the commencement of each exercise class.

Customers are responsible for their punctuality and will not be permitted to enter a class five (5) minutes after the start time. Customers must hand over their receipt for each class to the instructor upon entry to the activity room.

Exercise mats are provided. Customers are permitted to bring their own exercise mats if so desired.

WaterWise Swimming Lessons.

Magna Vitae operates an enrolment / referral procedure i.e. swimming lesson enrolment where current students have priority over newcomers.

The WaterWise lesson programme is paid via direct debit on the first working day of each month. Magna Vitae's direct debit scheme is a payment plan only, you will not be entering into a contract and there is no minimum term. We will continue to collect payments on a rolling monthly basis until cancelled by the customer giving one month's notice in writing.

All direct debit collections for the WaterWise lesson programme shall be made monthly in advance. Where a time lapse occurs before the first collection of direct debit payment an upfront advance payment (pro-rata) will be required.

Please note, entry/attendance onto the lesson programme will not be permitted if the account is in arrears for any reason.

Direct debit instructions can be returned as unpaid by the bank for the following reasons:

- Instruction cancelled - In this instance the WaterWise subscription will be cancelled and the learner will be removed from the lesson programme.
- Refer to Payer - The account holder will be asked to bring the account up to date within 7 days from date of the payment default, otherwise the learner will be removed from the lesson programme.
- No instruction - This occurs when either the account details provided are incorrect or if the pro-rata fee has not been collected. In this instance the customer will be asked to bring the account up to date within 7 days, otherwise the learner will be removed from the lesson programme.

Swimming Pool Activity

Customers must not use water-based facilities if they feel unwell, have recently (within 48 hours) suffered an upset stomach, have open wounds, have recently received surgery/ medical treatment or have recently consumed alcohol. Children under six (6) months old are not advised to use swimming pools.

Children under eight (8) years old must be accompanied in the swimming pool, by a responsible adult aged 16 years or over at all times. A maximum of two under 8's per adult is permitted. This ratio can be increased to 3:1 subject to the satisfactory completion of the ASA Swim Standard Test which can be taken at all MV swimming pools. In the interest of good hygiene & best practice, all swimming pool users are required to shower and use the toilets before entering the water.

Babies and children who are not toilet-trained are required to wear a leak-proof swimming nappy when using the swimming pool. These are sold at Magna Vitae shops; please ask at Reception for details. Ideally, the swimming nappy should be worn underneath a standard swimming costume / swimming trunks so as to effectively create a double safety barrier.

Only customers aged 16 and above are permitted to access Magna Vitae' Adult Swim Only sessions.

Appropriate clothing must be worn in Magna Vitae swimming pools at all times. Underwear and cut-off denims are not allowed. Where t-shirts are required to be worn for medical reasons permission must be sought from the Duty Manager prior to entering the swimming pool. Ask at Reception for further information.

General swim and programmed sessions are subject to multiple use including lane restrictions and closures. Where issued, coloured wristbands must be worn at all times, allowing swimming pool users to swim for a minimum period of one hour. Wristbands are generally issued at peak / busy times.

The swimming pool timetables change depending on school term and holiday dates - please refer to the website www.magnavitae.org or ask at Reception for a current programme.

Customers are advised to observe and strictly abide by all safety information / signage situated around the swimming pool regarding water depth, general swimming pool rules and lane etiquette. Failure to do so may result in the customer being asked to leave the facility.

In the interest of public safety, all customers must obey any operational instructions given by the operational Staff.

Training fins and hand paddles may be used in appropriate circumstances when authorised by the Duty Manager. Snorkels and masks are not permitted in MV swimming pools with the exception of specific snorkelling courses.

General Conditions Of Use

1. Facility hire

Any hire of the facilities must be for the purpose stated on the booking form. Customers are not entitled to use any other facilities/equipment unless specified on the booking form. In all correspondence, advertising, etc., customers must refer to the chosen venue by its full name; i.e. Meridian Leisure Centre.

2. Times

Start and finish times are clearly stated on the booking form and hirers should be aware that there will be time allocated to accommodate a changeover period for setting up or taking down of equipment, within the booking period. If this is not to be contained within the booking period, extra time is chargeable at the current standard Fees & Charges rate unless agreed with the Operations Manager.

3. Extent of premises to be used

The area(s) to be used and the equipment hired are to be clearly referenced on the booking form.

4. Payment

- All casual or course bookings must be paid for in full at the time of making the booking;
- All block bookings must be paid for in full on the day of each session or where pre-authorised by invoice which must be paid within 14 days of the date of invoice. Any queries on invoices must be made immediately by telephoning 01507 613465. Please note that if the invoice terms are not adhered to then the credit facility may be withdrawn.
- The Operations Manager's authorisation is required for exceptional booking/payment terms with regard to large scale event bookings or functions (a booking of five (5) or more consecutive hours duration for a whole hall or area) the fee shall be payable in full at least 28 days before the date of the booking. In the case of a booking being accepted less than 28 days before the start of the event, the full hiring fee shall be payable immediately on acceptance. A 25% deposit is required when booking with full payment due 28 days prior to the event taking place.
- All cheques (where payment is made at the Facility) shall be made payable to Magna Vitae; where customers pay by cheque, time must be allowed for the cheque to be received and cleared within the payment term period [as stated in (c) above].
- BACS payments for invoiced accounts must include the invoice number. Please quote our bank account name Magna Vitae, our bank sort code 20-52-78 and our bank account number 23334139.

5. No assignment or sub-letting

Sub-letting is strictly not permitted.

6. Accommodation available

Each facility has a maximum admission number to use a given area at any one time; this must be strictly adhered to i.e. maximum occupancy / maximum bather load. Customers must check these details and state the proposed numbers expected to attend on the booking form.

7. Staff and equipment needs

In relation to event bookings, the Hirer will also be charged for the setting up and the taking down of equipment at the venue. This will account for any additional costs incurred for Staff and materials. A plan of the event and a list of all equipment required must be provided at least 28 days before the event. For block sport bookings, the charge is already included in the booking fee quoted and confirmed.

External contractors shall not be allowed access on site without the written prior permission of the Operations Manager or the Duty Manager. Appropriate Health and Safety documentation i.e. method statement(s), safe system(s) of work, insurance, risk assessment and safety certificates must also be completed if contractors are required to attend site. This will be verified by site management & health and safety advisors and authorised prior to access being granted.

8. Cancellation of hire and forfeiture of hiring fee

- In the event of a booking of a venue being cancelled by the Hirer, 25 per cent of the hiring fee shall be retained by Magna Vitae by way of liquidated damages and not by way of penalty in respect of such cancellation of the hiring, provided such cancellation occurs not less than 28 days before the date of hiring for smaller (less than 5 hours) events. When cancellation occurs within a lesser period than 28 days before the event, the whole of the hiring fee shall be retained. For larger events (5 hours or more), should cancellation occur within a lesser period than 28 days before the event, the whole of the hiring fee shall be retained;
- If any circumstances over which Magna Vitae has no control renders the facility unavailable for the Hirer on any day of the hiring or any part of such day the Hirer shall not be entitled to compensation in consequence thereof or in connection therewith;
- The facility retains the right to cancel any event or booking without notice as necessary. In the case of cancellation by the facility the whole of the fee paid shall be refunded.
- The Operations Manager reserves the right to refuse any application by the hirer for a booking.
- Magna Vitae will not be held liable for any other costs incurred, or loss by the Hirer from the cancellation or refusal of any application for the hire of the facilities.

9. Hirer's liability for loss and damage

- It is a condition of the hiring that the Hirer shall be liable for, and accept full responsibility for, injury or cost of repair of any damage to the Facility which may be occasioned, done or committed during the period of the hiring of the Facility or any part thereof, or to any furniture, fixtures or fittings or other property contained therein whether belonging to Magna Vitae
- or Magna Vitae contractors, agents, licensees or employees and for any loss or removal of any such furniture, fittings or other property;
- The decision of Magna Vitae as to the appropriate sums to be paid by the Hirer in respect of damage done to the Facility shall be final and conclusive;
- As the Hirer you are responsible for damage caused to the Facility during your booking. You will be asked to pay for any damage(s) caused. Vehicles must use the dedicated parking spaces at all times. Any vehicle found to be on the playing fields or in a non dedicated parking space will be the responsibility of the Hirer and any damage caused will be charged;
- All persons using the Facility do so at their own risk;
- Magna Vitae accepts no liability for death or personal injury resulting from the non-negligent acts of its employees;
- Magna Vitae accepts no responsibility for loss or damage to personal property.

10. Indemnity in respect of third parties

The Hirer shall indemnify Magna Vitae from and against any claim for damages, costs or expenses which may be made against Magna Vitae in respect of any personal injury or loss of, or damage to, property, sustained by any person occurring during, or in consequence of, the hiring.

Proof of Third Party liability cover (with a minimum level of indemnity of £2 million) must be provided before the booking is confirmed.

11. Conduct and control

- The Hirer will provide enough people to maintain order during the booking and will not allow any drunkenness or disturbance. Any person under the influence of drink or drugs or behaving in a disorderly manner will be asked to leave the premises.

- Magna Vitae believes that all players and spectators have a right to watch or play sport free from the threat of attack or abuse. This includes the use of obscene language or racial abuse. Magna Vitae will exclude any individual or club with a record of involvement in such incidents from its operated facilities. Please make sure that members of your organisation understand that the Company will not tolerate such behaviour.
- Magna Vitae may expel people from the Facility for behaving in an unsatisfactory manner. Hirers must understand that bans are enforceable for as long as is deemed appropriate, by the Facility Operations Manager.
- Duty Managers reserve the right to refuse admission should they feel the safety of the individual, Staff or Customers is compromised.

12. Breach of conditions

In the event of a breach of any of the foregoing conditions, rules and regulations by the Hirer or his employees, agents, licensees, or invites, Magna Vitae reserves the right to cancel the hiring forthwith by notice in writing given to the Hirer or to his representatives and in so doing shall not be liable to a refund of any portion of the hiring fee to the Hirer or be liable to the Hirer or to any third party for compensation in respect of such cancellation of the hiring.

13. Magna Vitae insurance

The insurance held by Magna Vitae must not be invalidated by any action of the Hirer.

14. Management

- Magna Vitae Staff members have access to all areas of the Facility at all times;
- Hirers must comply with all reasonable Staff requests made during the hire period;
- Any decision advised by the Duty Manager to the Hirer is final.

15. Premises

- Hirers must make sure that the Facilities are left in the same condition as at the start of the session/booking;
- No alterations, additions or fittings for any apparatus, equipment or decoration shall be carried out without permission of the Operations Manager;
- Children under 16 must not be left unattended/unsupervised within the Fitness Suite before, during or after a dedicated session. The Hirer must ensure that all children are appropriately supervised and collected prior to leaving the premises e.g. Birthday Parties;
- Children under 8 must be accompanied by an adult in the facilities at all times. An adult is a responsible person aged 16 or over.

16. Disclosure and barring services check (DBS) - safeguarding

All sporting clubs and voluntary organisations are responsible for ensuring all DBS checks are completed for individuals who are likely to come into contact with at risk adults or children with copies of appropriate certificates kept with constitutional and insurance documents. These will be requested by the Operations Manager on an annual basis and noted on file once provided.

17. Qualifications

All coaches must provide evidence of appropriate qualifications to the Operations Manager on request, at the time of booking renewal or initial booking confirmation / application.

18. Period of hire

The dates and times of hire will be clearly stated on the application booking form (inclusive of setting up and taking down of equipment).

19. Injury

All injuries sustained whilst using the facilities must be reported to Reception / Duty Manager immediately.

During the hire of the Facility the Hirer shall indemnify Magna Vitae against any liability, loss or claim arising from:

- Any person's death or injury,
 - Damage to, or loss of, property,
- Unless Magna Vitae or its officers have been negligent or in breach of duty.

Medical Declaration - Clubs/ Organisations must take reasonable action to inform the Duty Manager if members are suffering from injuries/ medical conditions which may affect their abilities whilst participating in the venue, for example asthma, epilepsy, diabetes, heart conditions etc.

20. Sale of alcoholic liquor

Magna Vitae permits the right of sale of all refreshments in the Facility.

The Company, by themselves or through their contractors, reserve the exclusive right to sell, serve, or supply any drinks, alcoholic or otherwise, at its venue and to decide at what events they are to be sold. If the Hirer wishes a Bar to be provided, they must give the booking coordinator at least 14 working days notice before the date of hiring. No alcoholic drinks of any description may be brought in by the Hirer or users.

Where applicable, in the event of a bar being provided, alcoholic liquors will be sold subject to the times and conditions specified in the occasional license granted by the Justices.

The Operations Manager or Magna Vitae's contractors may stop the sale or supply of alcoholic liquors and close the Bar at any time if any persons in the Centre shall behave in an unruly manner or if it is considered that such unruly, disorderly or unseemly behaviour may occur at the Centre, or if it is found that the Hirer/ users have contravened the requirements above, then a charge of £50 and the anticipated loss of profits will be made, whichever is the greater.

21. Catering

Where applicable, arrangements for catering must be made with the Operations Manager as far in advance as possible. Final arrangements must be made at least 14 days in advance. The Operations Manager will conduct necessary liaison with caterers if needs be.

Magna Vitae by themselves or through their contractor reserve the exclusive right to sell, serve or allow the sale of goods. No Hirer may sell or allow sale of goods, without written consent (email accepted) of the Operations Manager.

22. Right to forbid entry

Magna Vitae shall be responsible for the maintenance of good order and discipline within its venues and shall reserve the right of admission.

23. Broadcasting and filming rights

Filming rights, radio and television broadcasting should be arranged with the Facility Operations Manager. Magna Vitae reserve the right to have a representative present during any negotiations to establish terms and conditions of any subsequent agreement and to share in any publicity that may follow. (See also paragraph 24, Electrical Safety.)

24. Video or photographic equipment

In accordance with its current Safeguarding Policy, Magna Vitae regrets that any photographic or video recording equipment may not be used on the premises without the prior permission of the Duty Manager. (See also paragraph 25, Electrical Safety).

25. Electrical safety - portable electrical appliances

It is the responsibility of the Hirer to ensure that any electrical appliance they wish to bring into the venue is safe (PATS Tested) before use. Use of any item found not to be PATS tested will not be permitted on the premises.

26. Smoking

Smoking is not permitted in any part of Magna Vitae premises.

27. Gambling

No sweepstake, raffle or other form of lottery shall be promoted, conducted or held on Magna Vitae premises.

28. Copyright

If you use any copyright material then you must pay any fees to the copyright owner or Performing Rights Society as required. Some fees may have been paid by Magna Vitae. Please ask how this may affect your booking.

29. Dogs

No dogs (other than guide dogs) or other animals are allowed into Magna Vitae facilities without the permission of the Duty Manager/ Centre Management. Dog by-laws are enforced on all outdoor playing areas.

30. Exits and entrances

The Hirer shall not open, close or block any internal or external entrances or exits to the Centre, for safety reasons.

31. Emergency evacuations

In the event of any emergency evacuation then you must comply with all instructions received from the Duty Manager/Centre Management and other relevant members of Staff.

32. Signage/fly posting

Hirers are advised that any signage placed outside the Magna Vitae Facility grounds must be approved by the relevant authorities. Failure to do so may result in prosecution. Fly posting and placard advertising is not permitted by Magna Vitae

33. Lost property

Personal items such as underwear, socks, drinks bottles, makeup & combs are not kept / stored on site. Non valuable items are kept at Reception for a period of 28 days. Valuable items are kept for a period of six (6) months and can only be reclaimed at Reception. After these timescales all items are passed on to charity.

34. Liability

The liability of the site for damage to, or loss of users' property is strictly limited to any damage or loss suffered as a result of negligence of Magna Vitae or its Staff. Magna Vitae will not store any personal property. Lockers are provided and all items of personal property should be kept in these lockers for the duration of your activity. Any items left overnight may be removed and disposed of by the management. Cars parked in the car park are left at the owner's risk and the site will accept no liability for any loss or damage. The car park is for Magna Vitae users only. Please note that the gates are locked overnight and all vehicles must be removed prior to the facilities closing otherwise you will be locked in. No vehicles can be retrieved until the following morning. Any vehicle related accident occurring on the premises must be reported to reception and an appropriate form completed, immediately following the accident.

35. Sale of goods

Goods will only be accepted for return, exchange or refund if faulty and upon proof of purchase. This does not affect your statutory rights as a consumer.

36. Food & drink

No food or drink may be brought into and consumed within Magna Vitae facilities unless with the prior permission of the management.

37. Data collection and handling

Magna Vitae are obliged to collect and handle information in accordance with the Data Protection Act 1998. Magna Vitae will use the information it collects about you to provide services to you, to perform analysis and improve service delivery to its Customers, including you. Individuals have a right to request copies of their personal information.

We value your privacy and do not sell your information to any third parties under any circumstances

38. Evacuation

If the fire alarm sounds please listen to all announcements and follow signage and Staff instructions. The fire evacuation point and safety signage is prominently displayed in all venues operated by Magna Vitae.

Compliments & Complaints

In the first instance Customers are encouraged to speak to the Duty Manager who will aim to resolve all complaints at the juncture

39. Written complaints

Customer feedback forms are available in Reception to help you bring your comments/complaints to our attention. If you provide your name and address an acknowledgement or full reply will be sent to you within ten (10) working days. Alternatively, please email your complaint to magnavitae.org a response can be expected within 48 hours via email.

40. Telephone complaints

Call Head Office 01507 607650 and you will be directed to the appropriate person, or email magnavitae.org

Magna Vitae Facilities

Meridian Leisure Centre

Wood Lane, Louth, Lincolnshire LN11 8RS
01507 607650 | meridianleisurecentre@mvtlc.org

Horncastle Swimming Pool & Fitness Suite

Coronation Walk, Horncastle, Lincolnshire LN9 6HP
01507 522489 | horncastlepool@mvtlc.org

Embassy Swimming Pool & Fitness Suite

Grand Parade, Skegness, Lincolnshire PE25 2UG
01754 610675 | embassypool@mvtlc.org

Station Sports Centre

High Street, Mablethorpe, Lincolnshire LN12 1HA
01507 472129 | stationssportscentre@mvtlc.org

London Road Pavilion

Louth, Lincolnshire LN11 9QP
01507 605968 | londonroad@mvtlc.org