

These are the terms and conditions on which we provide you with a Health & Wellbeing Subscription. Please read these carefully before applying for your Subscription.

“We” and “us” means KA Leisure, a trading name of North Ayrshire Leisure Limited, a company registered in Scotland with Company Number 202978 and Scottish Charity Number SC029780. Registered office: 22 Quarry Road, Irvine, KA12 0TH.

What are the basics?

1. The Wellness Boost Subscription is available to anyone over the age 18.
2. The subscription is only for you. You cannot transfer it or otherwise pass it on to anyone else.
3. We will advise you on how to use the KA Leisure App for access our Wellness Boost platform.
4. You agree to having your picture taken when you take out the subscription with KA Leisure.

What are my first steps after taking out the Subscription?

5. A member of our Health and Wellbeing team will arrange your first appointment. The appointment will involve a Health Check to better understand how KA Leisure will support your Health and Wellbeing.
6. You are invited to follow our 'Health and Wellbeing Journey which will include programming, ongoing support, workshops and seminars as well as ongoing Health Checks. Communication will be sent to you via email detailing the Wellness subscription in further detail.

What is asked of me?

7. Please ensure you attend all sessions programmed by your Health & Wellbeing Advisor to ensure you get the most out of your subscription.
8. If you fail to cancel your Health Check Assessment within 24 hours, you will be charged an admin fee of £15.
9. You must ensure you check in to the area you are visiting using the Check In button found within the KA Leisure app by scanning a QR code or tapping your phone.

What are my financial commitments?

10. The subscription category, monthly payment and first instalment are set out under subscription type of your Wellness Boost Subscription.
11. The length of your Wellness Boost subscription is over 12-month period with a flexible monthly commitment, you are able to give one month notice to cancel your subscription. We recommend keeping the subscription for the full 12 months to ensure you get the full benefit of the subscription.
12. Direct debit payments are due on the 1st or 15th of every month. If your direct debit is unsuccessful, we will take reasonable steps to contact you and request alternative payment details. We may charge an administration fee of £15.00.
13. We may sometimes change our subscription price. We will provide at least 28 days' notice by letter or email of any price change. You have the right to cancel your subscription by giving us 28 days' notice after we inform you of any price increase.
14. The subscription will automatically continue unless you tell us you want to change, suspend or cancel your subscription by following the steps below.

What if I want to change, suspend or cancel my subscription?

15. You have the right to cancel your subscription within 14 days of joining (14-day cooling-off period). We will give you a full refund as long as we receive your cancellation notice within this time.
16. You may be able to suspend your subscription for up to six months if your circumstances change (for example, due to health, medical or financial reasons. To do this you must provide evidence and if we agree, your subscription will be suspended from the end of the next full calendar month.
17. After the 14-day cooling-off period, you can only cancel your subscription at the end of your minimum commitment date. You can tell us that you want to cancel before this, but your cancellation won't take effect until the end of your minimum commitment date.
18. You can cancel your subscription by giving us one full calendar months' notice by contacting KAleisure@servicetsg.com. We will send you a confirmation, using your chosen method of communication, once we have processed your request to cancel your subscription. You are responsible for keeping your contact details up to date to ensure you receive our cancellation confirmation. Here is an example of how our notice period works if you cancel your subscription:
19. If you give notice to cancel your subscription on any day after your collection date, your full calendar months' notice period will not start until after the next collection date and your subscription will run until the end of that payment period. will not start until 1 May and your subscription will end on 31 May (your final payment will be for the month of May).

What else should I know?

20. Our staff are not medically qualified, so if you have any doubts about your fitness or capability to exercise we strongly recommend that you get advice from your doctor before taking out this subscription.
21. For safety reasons, you are responsible for using all facilities correctly and agree to keep to the commitments set out in the Health Commitment Statement. The Health Commitment Statement is displayed within our venue and can also be viewed online.
22. If you have any questions about these terms and conditions, you should speak to the management team at your venue.
23. Where possible, we will give you at least one hour's notice if we need to cancel, relocate or change any appointments. We will not reduce your subscription fee if we need to do this.
24. We are not liable for any loss, damage or theft of your property unless this is a result of our negligence or fault. We will follow our lost property procedure for any items found in our venues.
25. We have the right to end your subscription immediately, if you seriously or repeatedly break any of our terms and conditions, venue rules or any other written guidance. We will not refund your subscription fee if we do this.
26. We have the right to make minor amendments to these terms and conditions for example to reflect changes in laws or regulations or to make technical improvements. We may also make other more significant changes but if we do so we will notify you and give you a valid reason why the change is required. You may then contact us to end your subscription before the changes take effect.