
TERMS & CONDITIONS

1. Introduction

To help you get the best out of Bowfield Hotel & Country Club and to fully understand our responsibilities to you and your responsibilities to us, please read these terms and conditions carefully.

2. Definitions

“Bowfield” means Bowfield Hotel & Country Club, owned & operated by Manorview Hotels Limited, incorporated under the Companies Acts with registered number SC276964 and having their registered office at Bowfield, Bowfield Road, Howwood, PA9 1DZ

“Joining Fee” means an Joining Fee payable to Bowfield at the beginning of your membership.

You can get details of the Joining Fee from Bowfield;

“We” and “Us” means Bowfield;

“You” means the lead member;

3. Applying for membership

In order to become a member, you must submit your completed application form to the Reception.

Please note that Bowfield reserves the right to reject an application.

4. Membership

a) Your membership will begin on the date of payment of the Joining Fee.

b) Your membership will run for a minimum period of 3 months.

c) You are entitled to cancel your membership at any time after three months on providing the Bowfield with 2 calendar months notice in writing or emailed to memberships@bowfieldhotel.co.uk
Membership continuation following 3 payments.

Following 3 payments, your membership will continue on the same monthly rate on a rolling month to month basis. Membership rates may be subject to annual price increases.

5. Starting your membership

A one-off Joining Fee payment of £50 is payable at the point of joining. You can change your mind about joining. To do this you must give notice in writing within seven days from the date of your membership application.

6. Payment methods

Monthly via Direct Debit:

a) Your membership fees are due between the 1st – 5th of each month, and cover that month.

b) You must pay your membership by making monthly payments by direct debit, unless we agree otherwise.

c) You must complete and return a direct debit mandate confirming that you are authorised to set up payments from the account.

d) For junior applicants, a parent or guardian must complete the direct debit mandate.

e) Any member paying by direct debit will be notified of any changes to their direct debit payment.

f) If an annual payment is made for a membership and the member decides to cancel, a refund for the sum of money already paid is down to the discretion of the General Manager.

7. Missed payments

a) If you do not pay your membership fee when it is due, we will make contact to let you know.

If you are paying by direct debit, we will try to take payment again later in the month for the payment you have.

c) We may refer any missed payments, including any future payments that are due as part of your contract, to a debt collection agency.

d) If you fall behind with your membership payments for more than 30 days, we may charge you an administration fee of £50

e) If you do not pay for your membership, we may prevent you from entering the Club until all outstanding sums are paid in full. This does not mean we will end your membership.

f) If the outstanding amount remains unpaid, we reserve the right to cancel your membership after 30 days.

g) Cancelling your direct debit does not mean you have given us notice to end your membership.

You must give us written notice in line with clause 4 above.

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8. Freezing your membership

- a) You can freeze your membership at any time (other than after you have given us notice to end your membership) for a period of between one and nine months within any twelve month period.
- b) A monthly £5 fee will apply per member. In the case of 12 month memberships, any suspended months will be added on to the duration of your membership.
- c) Requests to freeze your membership must be made in writing or emailed to: **memberships@bowfieldhotel.co.uk**
- d) Any request to freeze a membership must be requested before 19th of each month, anything after this will not be accepted and can only be put in place as of the following month.

9. Ending your membership

- a) The notice periods for ending each membership are set out in clause 4 above.
 - b) You must continue to pay your membership fees until your membership ends.
 - c) Your membership will end at the end of your notice period which is 2 calendar months notice.
- A request to end your membership should be:
- i. Handed in to the Health Club Reception for the attention of the Memberships Manager.
 - ii. Or sent via email to **memberships@bowfieldhotel.co.uk**
 - iii. The request will be actioned from the date the request is received by the Club.

10. General

- a) Membership fees will be reviewed annually and determined by Bowfield.
- b) Members must present their card and/or FitSense app on every visit.
- c) Lost or stolen membership cards can be reported to the Club and should be reported as soon as possible.
- d) At least 2 hours notice must be given to cancel a pre-booked activity or class.
- e) Bookings can only be accepted where a membership card is produced, or in the case of a telephone booking where the membership number is quoted.
- f) Bowfield reserves the right to exclude members if their behaviour is deemed inappropriate or constitutes a risk without any refund of fees paid.
- g) Attempted use of a membership card by a non-member may result in cancellation of your membership without any refund of fees paid.
- h) Access to the Club may be restricted during seasonal and festive holidays and maintenance closures. There will be no refund for any variations in access times or restriction to facilities.
- i) To access health suites and to use the weights area of the fitness suite, members must be aged 16 years or over.
- j) To access group fitness classes, members must be aged 12 years or over but with restrictions.
- k) Under 16 year olds must be supervised when using the pool.
- l) Other age restrictions may apply.
- m) Bowfield Hotel and Country Club holds the right to change the membership offering and areas included in membership, however at least one months notice will be provided. Members will be allowed the right to cancel their membership with no further notice in the event of any changes that affect the membership they have purchased.

11. Data Protection

- a) We will comply with the Data Protection Act 1998, the Data Protection 2018 and the General Data Protection Regulation (GDPR) (EU) 2016/679.
- b) We will deal with all information we hold about you in line with your privacy policy.

12. Guest Passes

- a) Guest Passes cannot be used for access to Aura Spa Facilities

13. Refer a Friend

- a) The £50 referral payment is only rewarded to the member upon the referred member having served a minimum 3 month period.

Signature

Please tick to confirm you have read and agree to Terms & Conditions
