



Customer Memberships

What's This Policy About?

This policy explains how membership at Spring Lakes Watersports & Leisure works and what's expected from everyone who holds a membership product. It covers who can become a member, how to book and use sessions safely, and what happens if site rules aren't followed. By purchasing or using a membership, you're agreeing to these terms - they're here to keep everyone safe, fair, and having a great time on the water.

Eligibility & Safety

- **Age:** Members must be aged **10 or over**, unless otherwise agreed by management.
- **Swimming Ability:** All members must be able to **swim at least 50 metres unaided** and feel confident in open water.
- **Medical Conditions:** Members must **disclose any medical conditions** that could affect their ability to participate safely before booking.
- **Waiver:** A **signed waiver** must be completed before taking part in any session.
- **Bookings:** All sessions must be **pre-booked**, and only the named member may use their membership to book.
- **Cancellations:** Members must follow the **Spring Lakes cancellation policy** outlined on the booking page. Missed sessions without notice may be charged.
- **Late Arrivals:** Members who arrive late without notifying staff may be refused entry, as their space may be offered to customers on site.

Member Conduct

- **Site Rules:** Members must follow all site rules, signage, and staff instructions during every session.
- **Respect:** Treat all staff, members, and guests with **courtesy and respect** at all times.
- **Behaviour:** **Aggressive, unsafe, or inappropriate behaviour** - including swearing or abusive language - may result in **suspension or termination** of membership.
- **Safety:** Members must act within their ability, **move clear of activity areas after falling**, and **report any injuries or hazards** to staff immediately.

Membership Use & Benefits

- Memberships are for **individual use only** and cannot be shared, transferred, or sold.
- Access and benefits are limited to the activities and time slots included in the membership type.
- Spring Lakes may occasionally introduce **member-only offers, events, or benefits**, which are subject to change.



- Misuse of a membership (for example, booking sessions for others) may result in suspension or termination without refund.

Liability & Compliance

- All activities are undertaken **at the member's own risk**.
- Spring Lakes Watersports & Leisure accepts no responsibility for **loss, damage, or injury**, except where caused by proven negligence.
- Members must **use equipment correctly** and follow staff instructions at all times.
- Any personal equipment used on site must be **fit for purpose** and approved by staff before use.

Membership Terms

- **Management Discretion:** Spring Lakes reserves the right to **refuse, suspend, or terminate** any membership or booking at its discretion.
- **Suspension:** Memberships may be suspended during investigations or for safety reasons.
- **Termination:** Terminated memberships will **not be refunded**, in whole or in part.
- **Refunds:** Memberships are **valid for 365 days** from purchase and are **non-refundable** once the first session has been booked.
- **Payment:** Membership fees are payable **in full at the time of purchase**, unless a payment plan has been agreed. Where instalments are agreed, the **full balance must be paid** by the end of the agreed term.

Suspension or Site Closure

- In the event of **bad weather, maintenance, or safety-related closures**, sessions may be rescheduled but will not be refunded.
- Membership periods will **not be extended** due to closures, except at management's discretion.

Data & Communication

- By becoming a member, you agree that Spring Lakes may contact you via **email or SMS** with updates, booking information, or safety notices.
- All personal data is stored and processed in line with our **Privacy Policy**, available on our website.

Changes to Terms

- Spring Lakes reserves the right to **amend membership terms, conditions, or pricing** at any time.
- Any changes will be communicated via email or displayed on the **Spring Lakes website**.