

ALL MEMBERS ARE REQUIRED TO HAVE THEIR PHOTO TAKEN AS PART OF THE TERMS & CONDITIONS OF MEMBERSHIP.

General Conditions

1. It is in the absolute discretion of the Management of the Centre/Club whether or not to accept an application for membership.
2. The Management of the Centre/Club may suspend or cancel any membership if in their absolute discretion such action is in the best interests of the Centre/Club.
3. The Centre/Club will use all reasonable endeavours to ensure that its facilities and equipment are maintained in good working order but it accepts no liability or responsibility to the member if any facilities or equipment is unavailable on a temporary basis nor shall any such temporary unavailability entitle the member to a refund of any membership fees.
4. Use of the Centre/Club facilities is entirely at the member's risk and to the full extent permitted by law the Centre/Club shall not be liable for any loss, damage or personal injury caused to the member arising from the use of the Centre/Club facilities.
5. The membership warrants that he/she does not have any physical or medical conditions, which would make the use of the Centre/Club facilities dangerous to their health.
6. Personal information must be kept up-to-date. Change of home address, email address or contact numbers must be sent via email to: info@baysidefitnessclub.co.uk.
7. Please be advised that you must swipe your membership card at Reception or at the self-service screen on every visit to the Centre/Club. In the event that you forget your membership card, please give the Reception Team your full name for them to locate your membership account on the system.

Upfront Payment Options

1. Membership rights are transferable in exceptional circumstances.
2. **Suspension request for temporary illness, injury, pregnancy, holiday or work commitments**
The membership can be placed on hold for period of time due to illness, injury, pregnancy, holiday or work commitments. Requests must be made via letter or email to the Administration Department, confirmation of suspension request will be received within five working days. Upfront payments will be placed on hold, the renewal date will be extended accordingly. Suspension requests will be considered if more than seven days in duration.
3. No payments shall be refunded in full or part to the member upon completion of the membership application form.
4. Upfront memberships will automatically lapse at the time of renewal. Notice is not required to end the upfront agreement.

Monthly Payments

1. **Payments will be made monthly**
Monthly payments will continue to be collected until cancellation notice is received. The payments will be collected by Bournemouth YMCA (Bournemouth Young Men's Christian Association). Payments will be collected on the 5th of each month or the next business day if the 5th happens to be a Saturday or Sunday.
2. **Payment rejections**
In the event of non payment the use of the facility can be terminated until payments are brought up to date. Notification of arrears will be made via email. Arrears must be settled at Reception or debit/credit card details can be taken by phone.
3. **Suspension request for temporary illness, injury, pregnancy, holiday or work commitments**
The membership can be placed on hold for period of time due to illness, injury, pregnancy, holiday or work commitments. Requests must be made via letter or email to the Administration Department, confirmation of suspension request will be received within five working days. Monthly payments will be placed on hold during the suspension period. Suspension requests will be considered if more than seven days in duration.
4. **Cancellation Notice**
Six weeks written/email notice is required to cancel this agreement. Cancellation notice must be sent to: info@baysidefitnessclub.co.uk. The administrations department will reply to your request confirming the final direct debit collection date and the last date the membership will be accepted in the Centre/Club. Please ensure you receive your cancellation confirmation within seven days of your initial email. The Centre/Club will not be responsible for members using the incorrect admin email address for cancellation requests.

Privacy Notice

At YMCA Bournemouth, we are committed to protecting and respecting your privacy. Whenever you provide personal information to us, we will treat your information in accordance with this privacy notice and in accordance with the Data Protection Act 2018 (as supplemented by the General Data Protection Regulations). This privacy notice explains how we use any personal information we collect about you. If you have any questions regarding this process, please contact our Data Protection Officer at jonathan.chadd@ymcabournemouth.org.uk or on 01202 290451.

What information do we collect about you?

We collect information about you including your name, age/gender (where necessary for safeguarding or other legitimate purposes), address, telephone number, email address and debit/credit card or direct debit details (where necessary for transactions). This information is collected when you purchase or use our products or services, donate to us, take part in our projects or sponsored events or request information about our work. Anonymous website usage information is collected using cookies.

How will we use the information about you?

We collect information about you to: process and deliver the products or services requested; adhere to legal, accounting or safeguarding requirements; enable us to coordinate events or projects you have agreed to take part in; process a donation you have made; respond to correspondence you have sent us, and – where we have a lawful basis for doing so – send you further information about our work and how you can help support it. We will not use your information for any other purposes.

YMCA Bournemouth is a diverse organisation and both the purposes of data processing and its lawful basis will vary between departments. For details regarding data usage in specific areas of our work, please follow these links:

- Housing
- Business Development
- Sports & Leisure
- Chaplaincy
- Sandyholme
- Training
- Family Work
- Youth Services
- Room Hire

Unless required for specific lawful purposes described via the links above, your data will be retained for a maximum of two years.

Disclosure of personal information

We will keep your personal information confidential and will not disclose it to any third party without your express consent, unless we are obliged to do so by law.

We limit access to your data to a small group of essential data processors and ensure that it remains secure at all times. Digital data is retained on secure, password-protected systems and physical data is stored in locked areas or cabinets when not in use. Audits are undertaken to ensure our data processes are regularly checked and updated.

We sometimes use third parties to process your information on our behalf (for example, a payment gateway to process a donation or Mailchimp/Ez-Runner to store data and send emailshots). However, we require them to adhere to European regulations and to keep your information secure and not use it for their own business purposes.

When destroyed, digital data will be deleted securely and physical data will be cross-shredded and/or removed by licensed data disposal professionals.

Access to your information and withdrawing consent

You have the right to know what personal data we hold on you, to make a complaint or to have your personal data deleted AT ANY TIME by contacting us on the details below or by emailing kbrixey@thejunctionbroadstone.co.uk.

We want to make sure that your personal information is accurate and up to date. Please ask us to correct or remove information you think is inaccurate.

Marketing

We would like to send you information about our services, charitable work and events/opportunities which may be of interest to you. However, unless it is justified by a 'legitimate interest' as explained in the specific departmental links above, we will only contact you if you have given us your express consent for us to do.

You may opt out of receiving marketing communications or change your preferences (e.g. your preference for email, phone, text or mail) AT ANY TIME.

To opt out or change your preferences please contact kbrixey@thejunctionbroadstone.co.uk or write to us at the address below.

An opt-out list will be created for each activity to ensure we do not market to anyone who has requested otherwise.

Cookies

YMCA Bournemouth uses cookies. These are files placed on your computer to collect standard internet log information and visitor behaviour information to compile statistical reports on website activity. We use Google Analytics and the resulting information is stored by Google and subject to their privacy policy.

The site also makes use of session cookies. Those cookies are necessary for site functionality and contain no personally identifiable information. They are deleted when the browser is closed. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on June 2025.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- by email to kbrixey@thejunctionbroadstone.co.uk
- call us on 01202 777766.
- or write to us at The Junction Sports & Leisure Centre, Station Approach, Broadstone, Dorset BH18 8AX