

Via Email

20 April 2023

Membership Number: 16636616

Dear Emma,

Thank you for taking the time to meet with me on Wednesday 12th April 2023, and for your letter, dated 13th April 2023.

I write in response to points raised, and actions requested in your letter.

Summary of Correspondence

I confirm the quoted statements were made in response to specific questions asked by you.

UK Active Guidance

We maintain that we follow UK Active Guidance and will continue to monitor any changes proposed or implemented by the government.

Section 18 of our membership terms and conditions

References changes to service, facilities, and activities; we will always serve appropriate notice in relation to these matters.

Section 2 of the document titled PART B – RULES AND REGULATIONS FOR USING CLUBS, FACILITIES AND ACTIVITIES

Relates to our behavioural expectations of child members aged 8 years and over in relation to changing room use. Our expectation has not changed on this matter and to our knowledge, we do not believe any member at your home club, York, has acted contrary to this expectation. We would take appropriate action should a member act in a way that is not in keeping with the expectations set out in the annex. As discussed at our meeting, we appreciate there is not a prescribed expectation for adult members in relation to changing room use, and we will consider the inclusion of an expectation for adult members as part of our ongoing reviews. We are not obliged to serve notice to members when updating our behavioural expectations.

Refund of fees

We decline your request for a refund of fees on the basis you have made significant use of the club. We disagree we have misled you or acted in any way that would be contrary to our Membership Terms and Conditions, or the Equality Act.

DAVID LLOYD LEISURE CLUB SUPPORT
THE HANGAR, HATFIELD BUSINESS PARK, HATFIELD, AL10 9AX
T 01707 283500 W davidlloyd.co.uk

Emma, we're sorry you're not happy with the responses given to your questions, in writing, or in person. If you are truly unhappy, we will of course allow an immediate cancellation of your membership and a refund of April's fees as a gesture of goodwill; offering compensation is not something we would consider, either in club, or in answer to an escalated complaint.

We hope after some consideration, you decide to accept our position and remain members with us.

Best wishes,



Andrew Leivers
Regional Manager - North East