

MEMBERSHIP TERMS & CONDITIONS

We are delighted you have decided to become a member of Falkirk Council.

On joining Falkirk Council's membership you will be issued with a membership card and your photograph will be taken for identification purposes. Please ensure you bring your membership card with you every time you attend or alternatively you can utilise your membership card via our app. If using the access gates, please ensure only one person goes through the gate at any one time, to ensure we accurately record your usage.

There are a number of membership categories which give you the following benefits:

Fitness Unlimited Memberships

This entitles access to all of our gyms: Grangemouth Sports Complex, Mariner Centre, Stenhousemuir Health & Fitness Club and fitness classes at Bo'ness Town Hall, 7 days per week, from opening till closing. Your membership includes all fitness classes, swimming at our main centre pools and also some local high schools. Check our website for the most current information. In addition, access to our sauna/steam room at GSC, Shapemaster at Mariner centre.

Corporate Membership

This entitles groups of 10 or more from the same organisation to take out a Falkirk Council Membership. For more information on corporate memberships please email fitness@falkirk.gov.uk.

Joint Membership

This gives two customers the opportunity to jointly purchase a membership. One person will make all Direct Debit payments from their bank account. Each of you will receive an individual membership card so you can access the club individually and together. If the paying customer fails to make the monthly payment by direct debit then both memberships will be withdrawn. All changes to the Direct Debits must be made by the Direct Debit holder.

Go Card & Go Card Peak Memberships

Both memberships give access to the same services as our main membership. Please note the Off Peak option gives restricted access at off peak times. Please check our website for the most up to date information.

Shapemaster Membership (Mariner Centre)

This entitles you to access our Shapemaster hub and swimming at the Mariner Centre. For current opening times, check our website

Young Adult Membership

This is for anyone aged 18-25 years old and has all the same benefits as our main adult package.

Teen Membership

Is for S1 to 17 years of age. Under 16s are not able to access our fitness classes, sauna/steam rooms at GSC and Shapemaster at Mariner. And also have time restrictions, please check our website for current information.

Active Forth

Active Forth is a 24 week referral programme for customers with health conditions, involving 121 appointments and reviews. This gives you to the same benefits as a fitness unlimited membership and includes access to our Shapemaster Hub at our Mariner Centre. Please Note: there is no ability to freeze your direct debit for Active Forth.

Contract membership

is only available as a 12 month rolling contract for our Fitness Unlimited Single Adult, paid monthly by direct debit. If your direct debit fails, you will be contacted to bring your account up to date. If your account is not brought up to date, within the month, you will be removed as a member and not able to rejoin the contract membership for a 12 month period. Whilst on the contract membership, you will be subject to a pay review, which could lead to an annual price increase.

Direct Debit

The monthly direct debit will be subject to change at the discretion of Falkirk Council. You will be given 10 working days' notice of any price change. If your bank rejects your Direct Debit, we will notify you to allow you to bring your membership up to date. If your membership remains unpaid within the month, Falkirk Council will cancel your membership, remove your bank details.

Membership Cancellation

Please be aware all customers have a 14 day cooling off period, where you have an option to fully cancel and if you have not accessed your membership, you will be issued a full refund. You can cancel your membership at any time at the bank and it would be appreciated if you could inform us at the same time. Please be aware if you are paying for more than one membership, and you cancel at the bank, it will cancel all your memberships with Falkirk Council. Please note that although you are informing us, it is your responsibility to cancel your direct debit at the bank. In addition, if you cancel and rejoin again you will be subject to another joining fee.

Membership Freeze

You will be able to freeze your membership complimentary for one occasion per year, up to a maximum period of 6 months. Should you wish to freeze on more occasions, you will be subject to a charge. To freeze your membership, we need to be notified via email by the 15th of the month and this must be completed by emailing Falkirk Fitness at Falkirk.fitness@falkirk.gov.uk and a restart date for your direct debit is required to process this. Your membership will automatically restart on your agreed start date.

Membership Responsibility

The primary Member is responsible for the membership. Data protection options for link members are based on the selections made by the Primary Member. If you wish to see our GDPR privacy notice you can access this via our website.

Falkirk Fitness App

Download our Falkirk Fitness App to enable you to book and cancel fitness classes. As part of all membership packages you can access our On-Demand pre-recorded fitness classes through our app. Our app can be downloaded via the App Store or Google Play.

Promotional Activities

Promotions will be run on an ongoing basis across all Falkirk Council's facilities. All promotions will have a limited lifespan, limited availability and will be subject to specific terms and conditions. Members cannot benefit from more than one promotion at the same time.

Opening and Closing

All facilities will open and close as advertised. All facilities will be subject to closure or reduced opening hours for maintenance, public holidays and special events.