

MEMBERSHIP TERMS & CONDITIONS

PRINCIPAL TERMS

This agreement will become binding on you, and you automatically agree to these terms upon signing up as a member. Your membership is confirmed as accepted on your first check in, at which point a contract will come into existence between you and us.

You cannot transfer this agreement to anyone else.

GENERAL TERMS & CONDITIONS

MISCELLANEOUS TERMS

Members must be 18 or older.

You agree to comply with the Rules of Membership regarding the use of facilities and your conduct.

We may make reasonable changes to these Rules at any time without notice.

If we take no action or let you off any breach of this agreement, it will not stop us enforcing the terms of this agreement strictly at a future date.

There may be occasions where we must close all, or part of, the venue of which you are a member. We will do our best to let you know of such closures in advance of them taking place, unless the problem is urgent or an emergency. We will use all commercially reasonable endeavours to ensure that such closures are outside of peak visiting hours and are kept to a minimum, in both duration and frequency. You will not be entitled to a refund of part of, or all, your membership/entry fees in such circumstances.

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these terms that is caused by any event that is outside of our reasonable control. We may terminate this agreement with immediate effect on notifying you if you are in breach of the Clubs Rules.

FEES AND CHARGES

The membership fee is paid upon joining. This fee is annual and does not automatically renew. Once your membership has lapsed you will be required to renew your membership for 12 months to continue using the facilities upon your first check-in after your membership has lapsed.

You agree to advise us immediately of any change to the Members Details provided.

We may make a reasonable charge for the cost of loss/damage to equipment provided to you as a customer. On occasion you the customer may not have means to pay outstanding balances immediately. Your membership will be suspended in these circumstances until the full outstanding balance is paid.

YOUR PERSONAL INFORMATION

GDPR - Consent

(General Data Protection Regulation)

We value your privacy and want you to understand how The Pipeworks uses your information. We ask you for the following information:

Full Name (First & Last name) – required information

Date of Birth – required information

This data is then processed with “EzFacility” in line with GDPR standards and the terms of EzFacility. They cannot access this data without the permission from senior management, it is only for technical support when it is required. We also use “MailChimp” as our email marketing processors and these terms also fall within the GDPR laws.

Under no circumstances do we share your information with any company, in the event where laws have been broken your details may be passed to the police. In the unlikely event you become unwell and require medical assistance your information will be shared with NHS/Ambulance Scotland. These authorities also comply with GDPR laws and will not share this information with any company. You have the right to access to your information and have a copy of it at your own request. This can be done through our management team which complies with new GDPR laws. You can also make a request by emailing customer.service@bigtopproductions.co.uk.

You have the right to withdraw your consent to The Pipeworks storing your personal information at any time which will be permanently deleted from our systems under GDPR laws. If you wish to withdraw consent this will also withdraw your active membership from The Pipeworks and if you choose to visit again in the future, you will be required to sign up again as a new member.

If you wish to withdraw consent, please email customer.service@bigtopproductions.co.uk.

Questions? Feel free to consult with our customer service team on our privacy policy. EzFacility will be assuming the role of “Processor” regarding the personal data that The Pipeworks Glasgow processes of European data subjects.

INFORMATION ABOUT US

We are a company registered in Northern Ireland. Our company registration number is NI035088, and Our registered office is at 13 Union Street, Belfast, BT1 2JF.

If you have any questions or if you have any complaints, please contact us. You can contact us by e-mailing us at customer.service@bigtopproductions.co.uk.

If you wish to contact us in writing, or if any clause in these terms requires you to give us notice in writing you can send this to us by e-mail to Big Top Productions Ltd at customer.service@bigtopproductions.co.uk. We will confirm receipt of this by contacting you by email.