



Membership Frequently Asked Questions

Joining at Home

Please visit our website www.tendringleisure.co.uk and our online Join at Home link <https://tendringcouncil.legendonlineservices.co.uk/enterprise/Join> to access our range of memberships, including lessons and courses.

Membership Cancellations

Monthly memberships can be cancelled at any time by providing one month's calendar notice in writing. This can be done by emailing the memberships team at memberships@tendringdc.gov.uk or filling in the membership cancellation form below this FAQs link.

Please see our Term's and Condition's for more information on our cancellation policy.

If the reason is medical in nature, notice does not have to be given if you are able to provide medical proof that you are unable to continue using the facilities. This must be in the form of a letter from your current care provider.

Fitness Membership Freezes

We can freeze your account for up to three consecutive months within one year, for a small fee instead of your direct debit amount. Please note this does not apply to lessons and courses (unless the reason is medical).

Extensions can be made at the discretion of the membership manager.

Freezes that are for medical reasons are charged at £0, providing you are able to provide medical proof that you are unable to continue using the facilities for the freeze period. This must be in the form of a letter from your current care provider.

A freeze request must be given in writing by 15th of the month before you wish to freeze. This can be done by emailing the memberships team at memberships@tendringdc.gov.uk and stating the reason and number of months you wish to freeze your membership for.

You can unfreeze your membership at any time by requesting this writing via email at memberships@tendringdc.gov.uk and paying the monthly pro rata amount for the rest of the month.

Please note that whilst a freeze is in place, a cancellation cannot be actioned until the freeze period is over and one month's written cancellation request has been received. Retrospective freezes can be given in cases where proof can't be given in time for the next payment date, at managers discretion.

You can unfreeze your membership at any time by requesting this writing via email at memberships@tendringdc.gov.uk and paying the monthly pro rata amount for the rest of the month.

Please note that whilst a freeze is in place, a cancellation cannot be actioned until the freeze period is over and one month's written cancellation request has been received.

Retrospective freezes can be given in cases where proof can't be given in time for the next payment date, at managers discretion.

Membership Upgrades/Downgrades

You are able to make a written request to change your membership package, by emailing the memberships team at memberships@tendringdc.gov.uk or completing this change on your online account before 15th of the next month. Any requests after this date will be actioned for month after.

Upgrades/downgrades must be requested in writing by 15th of the month before you wish changes to take effect. Upgrades from a PAYG membership to a monthly will incur a sign-up fee.

Upgrades will incur a pro rata amount to pay upfront which reflects the difference in prices between packages. Downgrades will take effect from the 1st of the following month at the new package price.

Where memberships are changed to a concessionary package, proof of eligibility will be needed before these can be actioned. This must be emailed to the memberships team at memberships@tendringdc.gov.uk or uploaded via the Tendring Leisure Centre app.

Where no proof is provided for a concessionary membership, your package will automatically revert to the rate of the Health and Fitness membership. There may also be a pro rata difference between packages to pay which must be cleared before further access can be granted.

How to Register for Online Booking

Please follow the link below to register for our online booking system and creating a password for your login account, please click reset your password option, this will send you a password reset link to you email account. Please note that passwords must be 10 characters long and include an array of capitals, letters, numbers and symbols.

<https://tendringcouncil.legendonlineservices.co.uk/enterprise/account/login>

Please note that a different email address is required for each membership. We are unable to link accounts under the same email address.

Your username will be the email address we have on file for you.

You will be able to book classes and activities that are shown on the online booking system. PAYG members are able to book 7 days in advance from 10pm the night before. Monthly members can book 10 days ahead from 10pm the night before. QuickAdd accounts are 5 days ahead.

If a class is full, you can be placed on a waiting list. Once a space becomes available, a notification is sent to all customers on the list and the first person to book the class will get the space. If the class is showing as full once an email has been received, it means the space has already been taken. (Please note you must have your notifications turned on in the app to receive these alerts)

Please be aware your booking must show as booked, not reserved, to ensure your space is confirmed.

Racquet Sport Bookings

Please note that only one court per sport, per day can be booked by any one customer using the Sports Hall facilities. For example, you are able to book a court for every type of Racquet sport for an hour per day.

App Information

You will need to download the Tendring Leisure Centre app and login into your account. Your username will be the email address we have on file for you. If you have not registered with us before you must please click the reset your password option, this will send you a password reset link to your email account.

Please note that passwords must be 10 characters long and include an array of capitals, letters, numbers and symbols.

Once you have logged in to the app you will be able to access your member card on your phone to access the facilities, book classes and receive alerts for class spaces.

Cancelling Bookings and Activities

Cancellations can be made via your online account/Tendring Leisure app for any fitness classes or sessions booked.

If you wish to cancel any activity or class, this must be done outside of three hours of the start time of the class or session to avoid a strike on your account. This allows other customers the chance to book onto a vacant space. PAYG sessions that are cancelled within the time frame will have a credit note added to their account.

Please email memberships@tendringdc.gov.uk to inform them of your cancellation. No credit notes will be applied if the session is cancelled outside of the required time.

We have a three-strike rule for booking classes and activities. When attending the class, you must register your attendance at reception by correctly scanning your card at a turnstile as failure to do this will not record any club usage for the day and this will result in a strike on your account. This strike will automatically clear from your account after seven days.

If you reach three strikes within one week, you will not be able to make any bookings for seven days.

Bookings and Hires

To make a booking with us, please contact our Bookings and Hires team at bookingsandhire@tendringdc.gov.uk with your requirements, including preferred dates and times. We will check availability and provisionally reserve your booking.

Once confirmed we will send you a booking form (contract) to sign, followed by an invoice outlining the available payment options. Please note that for block bookings, payments cannot be taken at the reception tills.

