

## Newport Live Member Wallet and Recurring Card Payment (RCP) Terms and Conditions

### 1. Introduction

Welcome to Newport Live. These terms and conditions govern your use of the Newport Live Member Wallet and your Recurring Card Payment (RCP) memberships. By activating or using the Wallet, or by subscribing to an RCP membership, you agree to be bound by these Terms.

### 2. Definitions

- **Member:** An individual who has an active membership with Newport Live.
- **RCP Membership:** A membership product with payment made via a Recurring Card Payment. Membership fees are collected from the member's account via the payment card on a recurring basis.
- **Account:** The personal account linked to your membership and Wallet.
- **Wallet:** A virtual location for storage of Debit/Credit card

### 3. Activation and Use

- The Wallet can be activated by Newport Live members through the [Newport Live app](#) or [website](#) by logging into your [account](#). by logging into your account.
- The Wallet can be used to pay for various Newport Live services, including memberships, class bookings, and activities.

### 4. RCP Memberships

- RCP memberships involve automatic recurring payments. Members must provide valid payment details upon registration.
- Payments for an RCP membership will be deducted monthly on the anniversary of the membership start date unless otherwise specified.
- Members can view their RCP membership details and payment history through the Newport Live app or website by logging into their account.

### 5. Notice of Cancellation

- You must give 10 days' notice of cancellation prior to the anniversary of the membership start date.
- You can cancel:
  - i. By calling 01633 656757.
  - ii. By emailing [customerservice@newportlive.co.uk](mailto:customerservice@newportlive.co.uk)
  - iii. At any reception desk with the reception teams.
    - Failure to cancel by these methods may result in you being liable for additional payments whether you use the facility or not.
    - You will receive your cancellation receipt by email. You need to keep your cancellation email safe as this is your only proof that you have cancelled your membership

## **6. Account Management**

- Members are responsible for maintaining the security and confidentiality of their account login credentials.
- Any unauthorised use of the Wallet should be reported to Newport Live and your Bank or Card Provider immediately.
- Newport Live is not responsible for any loss or damage arising from unauthorised access to a member's Wallet.

## **7. Funds and Transactions**

- Transactions made using the Wallet are final. Refunds or reversals are subject to Newport Live's refund policy.

## **8. Termination**

- Newport Live reserves the right to terminate or suspend a Wallet or RCP membership at any time, with or without notice, for reasons including but not limited to violation of these Terms, fraudulent activity, or misuse.

## **9. Changes to Terms**

- Newport Live reserves the right to modify these Terms at any time. Members will be notified of significant changes via email.
- Continued use of the Wallet or RCP membership after any changes to the Terms constitutes acceptance of the new Terms.

## **10. Limitation of Liability**

- Newport Live is not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the Wallet or RCP membership.

## **11. Governing Law**

- These Terms are governed by and construed in accordance with English and Welsh Law. Any disputes arising from or related to these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **12. Contact Information**

For any questions or concerns regarding the Wallet, RCP memberships, or these Terms, please contact Newport Live customer service at:

- **Email:** [customerservice@newportlive.co.uk](mailto:customerservice@newportlive.co.uk)
- **Phone:** 01633 656757

## **Acknowledgment**

By activating or using the Newport Live Member Wallet or subscribing to an RCP membership, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

**NEWPORT LIVE**  
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