

Covid-19 Health Commitment Statement Guidance from ukactive

Information updated: 29.04.2020

Health Commitment Statement (HCS)

The Health Commitment Statement sets the standards that health and fitness centres and facility users can reasonably expect from each other, concerning the health of the user. It supports the evolving requirements of both users and operators, and has been designed for users in a gym environment and with all operators in mind, allowing flexibility with its usage.

ukactive has been in discussion with EIDO, who own the Health Commitment Statement, about the impact of Covid-19. The guidance below has been provided to answer the questions that have been raised.

If you should have any further queries not answered in the FAQ's then please email membership@ukactive.org.uk or call 020 8158 9700 (ext 1) to speak to our Membership team.

1.) Remaining Direct Debit collections for existing annual HCS licenses

Direct Debit collections will be paused until August 2020, with any unpaid fees at that time being spread evenly over the period remaining on the annual license.

If you would however like to continue to pay your normal Direct Debit amount then please contact membership@ukactive.org.uk or call 020 8158 9700 (ext 1) and one of the Membership team will discuss this with you.

2.) Customers that have already cancelled their Direct Debit instruction with their bank

If customers have already cancelled the Direct Debit instruction with their bank relating to any remaining Direct Debit collections for HCS then the ukactive Membership team will be in contact to request that these are reinstated.

These customers will not have any collections taken until August, unless agreed in advance. Any remaining unpaid fees will be spread evenly over the remaining period on the annual licence.

As there is a contract in place, the direct debit instruction should not have been cancelled. As it requires significant administration to reinstate any cancelled direct debits, you may be charged an administration fee to facilitate this.

3.) Outstanding HCS invoices

Please note that under normal circumstances if the Health Commitment Statement has been used whilst an invoice is unpaid, that you are in breach of contract and the statement is not valid until payment is received. This means that if there was an incident at your facility then the statement would not provide your organisation with any protection or support.

ukactive & EIDO understand that this is a difficult period financially for members so are happy for the statement to continue to be used until 31st August without further payments being made, however if payment is not received in advance of 1st September then the statement will not be valid from that date forward until payment is received.

4.) Health Commitment Statement renewals

All renewals will be via invoice – customers can no longer pay for the Health Commitment Statement via direct debit.

Although renewal invoices will still be generated as normal, we will not expect invoices raised from March to July 2020 to be settled until August 2020 if customers cannot afford to pay at this time. However, we kindly request that any outstanding invoices are promptly settled in August 2020.

5.) Cancellations

Cancellations must be sent to cancellations@ukactive.org.uk and acknowledged 30 days prior to the renewal date.

If you are thinking of cancelling your HCS license, then our Membership team would be happy to discuss the benefits of the Health Commitment Statement with you before you do so. You can contact them via email using membership@ukactive.org.uk or by calling 020 8158 9700 (ext 1).

6.) Refunds on existing Health Commitment Statement licenses

No refunds will be processed relating to HCS. The situation will be reviewed at the end of the outbreak once facilities are re-opened and the full extent of the situation can be understood and measured.

A decision will then be made relating to the unused period of the statement whilst facilities are closed, and further guidance will be communicated to licence holders at this time.