



E1 Spa & Wellness Limited  
Unit 2, Ground Floor  
Neptune House  
Marina Bay  
Gibraltar  
GX11 1AA

17<sup>th</sup> April 2024

Dear Member,

### **Transfer of Business from Another Company**

I am writing to inform you that your E1 Spa & Wellness monthly membership payment will soon be debited by E1 Spa & Wellness Limited and not Ocean Village Health Club Limited, as it currently is.

The reason for this change is due to internal rationalization and the streamlining of our accounting processes.

The good news is that you need take no action to continue receiving the benefits of Direct Debit. Please be assured this change will not affect the service you receive in any way. The only change you will notice is that with effect from 1<sup>st</sup> May 2024 we will collect your Direct Debits instead of Ocean Village Health Club Limited and therefore our name will appear on your bank/ building society statement. There is no need for you to complete a new Direct Debit Instruction, as details of the change will have been supplied to your bank, who may also notify you independently. Additionally, you may also see a comment on your bank statement advising you of the final payment under the old name/ details and the first payment under the new name/ detail.

You will continue to enjoy the benefits of the Direct Debit Guarantee, as detailed below. If you have any questions about this change, please call Customer Services on +350 20042513.

### **The Direct Debit Guarantee**



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit E1 Spa & Wellness Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request E1 Spa & Wellness Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by E1 Spa & Wellness Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when E1 Spa & Wellness Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.