

Terms and Conditions



1. Membership

- 1.1 The facilities available to you, the amount you pay and when you can use the centre will depend on your membership. Your membership is shown on your agreement form.
- 1.2 All changes in membership details including bank details, home address and health status must be communicated to the centre in writing.
- 1.3 Membership fees may be reviewed annually.
- 1.4 The management reserve the right to terminate the membership of any member. This shall be: (1) without notice in the event of a member committing a serious breach of the Rules and Regulations. (2) by notice in writing if any sum owing by the member remains unpaid 1 month after date due for payment. (3) under no circumstances will refunds be given to members who terminate memberships.
- 1.5 Your centre may have a different cancellation policy, please check with a member of the team before signing your agreement.

2. Direct Debit Membership (if applicable)

- 2.1 Membership fees will be taken by Direct Debit on the first working day of each month.
- 2.2 If you do not pay your monthly membership fee you will not be allowed to enter your centre until your payment has been made.
- 2.3 You may cancel your membership by providing a minimum of one calendar month's written notice from the 1st of that month. If this is not provided and you have cancelled your own direct debit the month's notice will be asked for by cash/ cheque or credit card.
- 2.4 It is your responsibility to make sure that your centre has received your written notice by the first day of the month if you want your agreement to end on the last day of the same month.
- 2.5 You may suspend your membership in cases of long term sickness, injury, pregnancy, secondment or temporary relocation. In all cases of suspension through medical cause, a letter from a GP or medical practitioner must be presented.
- 2.6 If you want to suspend your membership you must tell us in writing. You will need to inform us before the 15th day of the calendar month in order to suspend for the following month. You will need to let us know when you plan to return to the centre.

3. Flexible Benefit Membership (if applicable)

- 3.1 Membership fees will be deducted via your payroll department.
- 3.2 We will cancel your membership when we receive communication from your Human Resources department.
- 3.3 For further terms and conditions of your membership under the flexible benefits scheme please contact your HR Department.

4. Annual Membership (if applicable)

- 4.1 Membership fees will be paid in advance for a full year and will end automatically at the end of the 12 month period.
- 4.2 You commit to being a member for a full 12 months. You will not be able to end your membership during this period and we will not refund any payment you have made.

5. Inductions

- 5.1 Before you start using the gym or fitness facilities you must fill in a pre exercise questionnaire.
- 5.2 All gymnasium users must partake in a gymnasium induction and if applicable a Health MOT.

6. Aerobics Studio (where available)

- 6.1 Please refer to your centre for the booking procedure.
- 6.2 In the interests of safety, participants may not be admitted into the class after the warm up period.
- 6.3 Please put away mats and other exercise equipment after use.

7. Squash Courts, Badminton courts and Sports Hall (where available)

- 7.1 You must wear non-marking shoes (shoes that do not leave a mark on the floor) on the squash, badminton courts and Sports Hall.
- 7.2 For safety reasons, we recommend you wear eye protection while playing squash.

8. Swimming Pool (where available)

- 8.1 Appropriate swimming attire must be worn at all times in the swimming pool area
- 8.2 Diving, jumping or throwing is not allowed, nor is the use of inflatables, balls, flippers or snorkels. Small inflatable rings are allowed as a flotation aid.
- 8.3 All swimmers must shower before entering the pool.
- 8.4 Shampoo, soap, fragrance oils or body lotions are not permitted in the pool area.
- 8.5 No food items are to be consumed in or around the pool area.
- 8.6 For more rules and guidelines on using the swimming pool, please see the swimming information board and notices at the pool.

9. Saunas, Steam rooms and Spa baths (where available)

- 9.1 Members who:
 - have high or low blood pressure;
 - have heart problems;
 - have asthma; or
 - are pregnant;must not use the saunas, steam rooms or spa baths. You must consult your doctor before using these facilities.
- 9.2 You must shower, using the showers provided before entering the sauna, steam rooms or spa baths.
- 9.3 For your own safety, you must not spend more than the recommended time in the sauna. The time limit is set out in the guidelines displayed outside the sauna.
- 9.4 You must not shave, eat or exfoliate in the sauna, steam room or spa baths.
- 9.5 When in the sauna, steam room or spa baths you must wear appropriate swimwear.
- 9.6 For more rules and guidelines on using the sauna, steam room or spa bath please see the information board.