



## Kirkby Lonsdale Health Clubs - Terms of Membership

We look forward to welcoming you to the Club. We rely on everyone working together to keep things peaceful and safe. A few points to highlight to help everyone enjoy their time with us.

- On your first visit, please sign a copy of the Club rules and hand it to reception staff. We cannot take responsibility for your valuables so please think carefully about bringing them.
- If you are going to use our gym - please bring a sweat towel with you. We have some for hire - please ask at our reception.
- Please consult a member of staff before using the gym. You will be required to complete a PAR Q form to confirm your health and fitness. Please bring this PAR Q form with you, signed, when you first visit. Members using our phone App will be able to complete this online
- Only swimwear is allowed in the pool area. Unless otherwise directed by the management.
- In the interests of the environment we would prefer to avoid washing single-use pool towels after everyone's visit. So please bring a towel from home. If you forget - we do have some for hire.
- Please adhere to the areas where you are asked to remove any dirty shoes.
- Please do not enter the pools, sauna or steam room without showering and removing all makeup. Please no hair dyeing or treatments in any of the facilities. Please shower when moving between the pool, sauna or steam room.
- Children (under 16) can only be admitted with an adult. Child/adult ratios: Child 0-3, 1 adult in the water per child. Child 4-7, 1 adult in the water for every 2 children, Child 8-15, 1 adult in the water for every 3 children
- Please note that phones/cameras are NOT allowed in the pool area. The taking of photographs in the changing room is prohibited.
- Parents are asked to be vigilant with children. No lifeguard is on duty at the poolside. Please ensure that children understand the need for quiet and ensure that their enjoyment of the pool does not unnecessarily prohibit swimmers.
- In the interests of health and safety children under 16 are unable to use the spa-bath, sauna, steam room and gym.
- Running, diving and jumping-in are forbidden.
- Throwing any object is forbidden.
- No food or drink may be brought into the pool or changing room area.
- Use of the facilities whilst under the influence of alcohol or drugs is prohibited.
- Last entry to the Club is 45 minutes before closing and we ask people to please be finished and back in the changing rooms 15 minutes before closing.
- Please check our timetable for children's swimming times and to find out when any water based exercise class may be taking place.
- Fire doors are to be used as emergency exits only.

- The pool hall is under camera observation.
- The reception area is under camera observation and sound recording is triggered by loud noise.
- The staffs' decision on matters of safety, behaviour and access is final.

A joining fee for new pay-monthly members is applicable.. Acceptance or renewal of memberships is at the absolute discretion of the Manager.

You will be provided with a membership card, this card remains the property of the Club. We can provide you with a replacement card in the event of loss but this does sadly mean we will have to charge you £5 to cover costs. Membership is non transferable.

Who can enter the Club

- Adult membership allows you full access to the pool, sauna, steam room, spa bath and gym (noting age restrictions for children). Adult membership also allows you to join, free of charge, the classes that take place during the week. Adult membership also allows you to benefit from the services of a personal trainer\* (further costs may apply).
- Guests of Adult Members will enjoy all the benefits of the Member they are accompanying with the exception of the free classes. Members' guests are welcome to join the classes but a class fee will be payable. Free classes are only for Adult Members only. Members bringing guests are asked to ensure their guest understands the Club rules, they speak to a member of staff prior entry and to ensure that they sign in at Reception. Complimentary monthly guest passes (one each month for current memberships) are non-transferable, cannot be carried over to the next month if not used and cease to exist when memberships end. Additional purchased guest passes are non-transferable, must be used within 18 months of purchase and expire with no refund available when the membership ceases. The Manager or his representative reserves the right to refuse entry.
- Temporary guest (2 hour) passes may be issued at quieter times of the week/year to people staying locally, entry will only be offered whilst Membership numbers remain lower than optimal and entry is at the Management's discretion. Temporary guest passes are issued for two hours and should be booked via reception in advance. At busy times a deposit may be taken on booking. Temporary guests are asked not to use the facilities until they have spoken to a member of staff, handed in their signed copy of the rules and signed the guest list and paid the entry fee (where applicable). Temporary guests are allowed access to the pool, sauna, steam room, spa bath and gym (noting age restrictions for children). Please note that use of the Gym requires that you complete a PAR Q form before entering and that you consult a member of staff first. You must bring a sweat towel with you to use the gym. Temporary guests are welcome to join in the classes held during the week - but these must be booked at our Reception and the class fee will be payable.
- Children who are members themselves or who are the guest of a member are welcome. However, they remain the responsibility of the accompanying adult. Please note that we do not have a lifeguard poolside at all times. We respectfully ask that children are encouraged to use the pool so as to allow others to continue swimming in relative peace. Babies and toddlers must wear suitable waterproof nappies or pants when poolside. Reception may be able to provide you with these (charges apply). Children under 16 are unable to use the spa-bath, sauna and steam room. Staff are instructed to preserve the peaceful nature of these facilities. Child membership does not include the 'bring a guest once a month for free' entitlement. Proof of age may be requested.
- Units of membership are non-transferable and apply to one person only. Joint memberships are made up of two units of membership etc.

If a member of staff isn't at the desk, please press 'FIND' button for staff attention, located at the desk next to the membership card scanner.

### **When are we open?**

Please refer to our website or notices displayed in reception for the latest information. The management reserves the right to limit or amend access for the purpose of cleaning, decorating and maintenance. Best endeavours are ensured - but no guarantee to hours are intended.

### **Our liability**

Exercising, swimming and using our sauna, steam room and spa bath comes with risks. If you use our facilities, you yourself must consider whether you are capable. You remain fully responsible for the way in which you exercise. If you have any doubts regarding your physical condition, we recommend that you seek the advice of a doctor.

Children remain the full responsibility of their accompanying adult at all times.

We advise you to not bring any valuable objects into the Club. We provide lockers, which you are welcome to use, but always at your own risk (£1 non-refundable charge for a token). The management does not accept any liability for any damage, loss or theft of your belongings. Cars parked in the car park are parked at members' and visitors' own risk.

### **Fire and Safety**

Please familiarise yourself with the fire exits, these are indicated around the building. Please note that a regular fire alarm takes place - staff will advise you - so please do not be alarmed.

The number of swimmers in the pool should not exceed 50. If this is likely to happen then staff will stagger entrance to the facility.

We strongly recommend that members limit themselves to no longer than 15 minutes in each of the sauna, steam room and spa bath on any one visit. When the facility is busy we urge members to stick to this timing to allow others to also enjoy the benefits.

Under no circumstances should members or visitors interfere with any equipment or enter into any of our storage or plant room areas.

Fire doors are not to be used to exit the building except in the case of a fire.

### **Subscriptions for memberships**

Please see our website and information at reception about the cost of membership. Please note that our annual or other forms of up front memberships that may from time to time be offered are payable in one payment and are non-refundable. Payment can be made by bank transfer or bank card. We also offer a monthly subscription by direct debit.

### **Suspension of memberships**

Annual memberships can be suspended for certain specific reasons including pregnancy, serious injury or hospitalisation. Notification must be given in writing/email. Suspensions can be for a minimum of 3 months and a maximum of 12 months.

Monthly memberships can be frozen for a minimum of one month to coincide with the direct debit dates. Please advise us by email if you are wanting to do this. Please indicate a return date. Please note that your direct debit will be set to recommence in line with the date for this date of recommencing. To freeze a monthly membership it is not necessary to cancel your direct debit. Mandates cancelled may require the payment of a fee to set it up again.

### **Termination of memberships**

To terminate your monthly membership you should cancel your direct debit at the bank. We cannot be held responsible for payments taken if this is not cancelled. Fixed period memberships and joining fees remain non-refundable.

The management reserves the right to terminate a membership if it is felt that anyone is causing undue stress or disturbance to either other members or to staff. We want everyone to be able to enjoy their time in the Club.

### **Member benefits accrued**

Any benefits accrued or paid for during the time of a membership should be used during the period of that membership. Free benefits will not carry over to a new period of membership. Paid for benefits will carry forward for as long as a current membership is in place.

### **Closing the club**

The operators of the club retain the right to give one month's notice of closure upon the refunding of members' unexpired subscription and paid for benefits only

### **Compliance with the rules**

By becoming members, members have agreed to a set of rules to keep themselves, fellow users and staff happy and importantly safe. Please help our staff by keeping to the rules. Staff are asked to have a zero tolerance for any behaviour that is likely to be dangerous or spoil other members' quiet enjoyment of the facilities.

### **Classes**

During the week we run a number of regular exercise classes. A couple of these take place in the pool. During this time access to the pool is limited. However, these classes are very popular with our members and we ask other members to respect this activity. The times of the classes are easily visible on the website and at reception.

### **Full/Off Peak Times**

From time to time the management may need to adjust the times allocated to Full and Off Peak. At least 2 weeks notice will be given of any changes. This will only be done if there has been a significant change in the use of the facilities to allow for a safe number of people only to be admitted at one time.

**Who are we?**

Kirkby Lonsdale Health Club is owned by Whoop Hall Country Club Ltd and operated by Energize Community Active Ltd. We have a wonderful team of staff keeping the facility open. We ask that members of staff are treated with respect at all times. They are here for your safety and wellbeing.

I have read and understood these terms and conditions and I undertake to make sure anyone else joining with me is aware of these terms and conditions.

Signed .....

Print Name ..... Date .....