

Conditions of use and hire

Facility rules and conditions of use

General

- All hirers and pay as you go users must report to the reception desk on entering the Centre
- Users must show consideration and respect to all other users and staff
- The facility must be vacated by all persons at the specified closing times and last admission is 45 minutes before closing time
- The Centre reserves the right to refuse admission and users may be asked to leave if their behaviour is deemed inappropriate
- Dangerous or irresponsible behaviour will not be tolerated
- All users must leave the building if asked to do so by a member of staff or upon hearing an alarm sound
- All personal belongings must be stored in the lockers provided, no bags are permitted in the Fitness rooms
- Facilities including lockers are available as seen and the Centre will only be liable for lost or damaged personal property left on the premises where the loss or damage results from the Centre's negligence
- No valuable personal effects should be brought onto the premises
- All accidents or incidents should be reported immediately to reception
- Please note the Customer Acceptable Behaviour Policy is part of the rules and conditions of use

Fitness suite

- All member users must show appropriate membership card on entry and use this card to enter the gym
- All equipment must be used appropriately having regard to the health and safety of you and others
- No persons under the age of 16 will be allowed to use the equipment within the Fitness Rooms unless they are taking part in a supervised TeenZone session
- Before using any equipment in the Fitness Rooms please ensure you have had an induction by one of the Sports Centre's fitness staff and completed a membership form and health questionnaire.
- All gym users must replace weights on the racks after use
- Users must be dressed in appropriate clothing for the activity they are participating in. All users must wear an exercise top or t-shirt that covers their torso. Appropriate footwear should also be worn when using the sports hall and fitness suite, flip flops/sandals/work boots/high heels/wedge footwear etc. are not allowed to be worn while exercising. Muddy training footwear is not allowed in the fitness suite.
- Membership is non-transferable and you must not allow your membership card to be misused. Failure to comply with these rules may lead to a suspension in membership.
- It is your responsibility to bring to our attention any changes in your medical condition as stated on your health questionnaire.

- The opening hours of facilities may sometimes need to be changed due to repairs, maintenance or other factors outside our control, but we will give you advance warning wherever possible. The Sports Centre will be closed on all public Bank
- Holidays and will also operate on reduced hours during the Christmas period.
- Direct Debit memberships require a month's payment upfront at the point of sale.
- Direct Debit purchases are valid with immediate effect, and the agreements are non-transferable. Cancellations of any direct debit membership package does require a 30 day notice period, of which payment for that month will be automatically be taken.
- All Cancellations must be documented via email or in writing.
- We may cancel your membership if you commit any serious or repeated breach of the Membership Rules. To cover its reasonable cost, the Centre may retain any part of the membership fees you have paid which relate to a period after cancellation.
- You may cancel your membership if you are unable to use the Sports Centre through serious illness or injury (but if requested you must provide a valid Medical Certificate). We will refund any part of the membership fees you have paid which relates to a period after cancellation. In all other cases (but except where the Centre is in serious default), refunds for cancellation are at the discretion of the management and will require relevant documentary evidence, e.g proof of job relocation.

Fitness classes

- All bookings including classes can be made up to 7 days in advance and 24 hours notice must be given to cancel or change a booking (3 hours cancellation notice for classes) otherwise full payment will be taken
- Anyone not attending to booked facilities including classes on a regular basis will not be allowed to continue booking in advance

Conditions of hire of facilities

- The Hirer must be over 16 years of age
- The Hirer will be responsible for the payment of any charges payable for the hiring.
- The hirer shall ensure that all users of the Centre under or by virtue of the hiring comply with the Conditions of Use and Hire and shall be liable for any breach of the Conditions.
- The Hirer shall be responsible, during the period of the hiring, for supervision of the premises, protection of the fabric and contents, safety from damage, however slight, or change of any sort. In the event of any such damage, the Centre may make it good and the Hirer, by acceptance of the hiring subject to Regulations, will thereby be deemed to have undertaken to pay the cost of such reparations.
- The Hirer shall be responsible, during the period of the hiring, for the preservation of good order and for the behaviour of all persons using the premises, whatever

their capacity, including proper supervision of car parking arrangements, so as to avoid obstruction of the highway / other customers / local residents.

- At any hiring to which the members of the public are admitted, the Hirer shall provide an adequate number of stewards.
- The Hirer shall not sub-let or use the premises or any unlawful purpose or in any unlawful way, nor do anything or bring anything onto the premises, anything which may endanger the premises, their uses, or any insurance policies relating thereto.
- The Hirer shall not discriminate, in any of its activities, on grounds of race, gender, sexual orientation, age, disability, religious or political beliefs, marital status.
- The Hirer shall pay, prior to commencement of the booked period, the scale charges appropriate to the hiring together with any deposit required as may determined by the Duty Manager.
- The Centre reserves the right to refuse access to the premises hired if the fees have not been paid or the Regulations have not been complied with.
- Special arrangements may be made for payment of block bookings, by negotiation with the Centre Manager.
- The Hirer may give a minimum of 7 days notice of cancellation without incurring any charges.
- Cancellation by the Hirer less than 7 days in advance may require payment in full depending on whether or not the facilities can be re-let.
- The right is reserved by the Centre to cancel any hiring without notice, where the Manager considers it necessary for any cause outside his/her control.
- In the event of any hiring being cancelled the fees paid will be refunded to the Hirer but the Centre shall not be held liable or required to pay compensation for any loss arising out of the cancellation of the hiring.
- The Centre, through the Manager, reserves the right to refuse any application to hire facilities.
- The Hirer shall make arrangements with the Manager for any special catering arrangements at least one month before the booking period.
- The Hirer shall indemnify the Centre for the cost of repair of any damage done to any part of the property including the cartilage thereof or the contents of the building during or as a result of a booking.
- The Hirer shall be responsible for making arrangements to insure against third party claims which may lie against his / her organisation whilst using the facilities.
- If any booked period or period of hire is cancelled or terminated by the Manager as a result of a breach of any of these Conditions (as to which the decision of the Manager shall be final) the Hirer shall remain liable for the charges due up to that time but without prejudice to any claim which the Centre may have against him / her arising out of such breach or otherwise.
- Use of the Centre and all of equipment, facilities and amenities thereof is permitted entirely at the user's own risk and on the understanding that there will be no supervision of the use of any facility by the Manager unless this has been expressly arranged with him / her, in writing, before the period of hire commences. The Centre shall not be liable for any personal injury to any user, or for consequential loss, otherwise than as a result of the defective condition of the Centre or its equipment or the negligence of the Centre, its agents, officers or servants.

Customer Acceptable Behaviour Policy

For health, safety and legal reasons, and to help all our customers enjoy their visit, unless authorised by the Duty Manager, a Customer or Visitor is not permitted to:

- Smoke in any part of the building.
- Tamper with, or remove any life-saving, first aid or fire fighting equipment, or otherwise behave in a dangerous or irresponsible manner.
- Enter any unauthorised area, i.e. stores, plant or staff rooms.
- Alter or interfere with any equipment, fittings or fixtures.
- Use any equipment for any activity that is not approved by the Duty Manager.
- Take photographs or film, or arrange for the filming or broadcasting, of any activity or performance.
- Play any music or perform any work that would infringe copyright.
- Use a mobile phone whilst participating in an activity.
- Coach or instruct any activity unless agreed in advance with the Duty Manager
- Change or store clothing or belongings in undesignated areas.
- Bring in any food or drink or any dangerous or offensive substance.
- Bring in any animal other than a guide dog.
- Sell or supply to other customers or visitors goods of any description.
- Display any notice or decoration, or issue promotional materials.
- Conduct any customer surveys or research.
- Advertise or publicly announce any event to take place.
- Sell any tickets, conduct a lottery or make any collection for charity.
- Show a lack of consideration and respect to other users and staff at any time; any acts of aggression or violence will not be tolerated.