

Rules and Regulations

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 Club 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.

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 and Badminton courts (where available)

- 7.1 You must wear non-marking shoes (shoes that do not leave a mark on the floor) on the squash or badminton courts.
- 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.

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10. Health and Exercise Precautions

- 10.1 Do not increase your exercise programme beyond the progressions stipulated by the Instructor without first consulting him/her or use any piece of equipment you are unfamiliar with.
- 10.2 Do not exercise if you have been drinking, lost a lot of sleep, have not eaten sufficiently, have a heavy cold or flu, or are under medication.
- 10.3 If you have any form of lay-off from exercise do not carry on where you left off but perform a lighter workout and build up again gradually.
- 10.4 If you become pregnant, have any injuries or operations, please inform the Fitness Staff before exercise.
- 10.5 Listen to your body. If any exercise hurts, you feel unwell or light-headed, stop exercising and inform the Fitness Staff.
- 10.6 You must inform a staff member of any medical condition which may affect your use of the facilities.

11. Clothing

- 11.1 Outdoor shoes are not permitted in the gymnasium or aerobics studio.
- 11.2 All participants must wear appropriate footwear whilst exercising (i.e. training shoes) and suitable clothing (shorts, t-shirts, tracksuits and leggings). Tops must be kept on at all times in the exercise areas.
- 11.3 Nuffield Health reserve the right to refuse entry to members inappropriately dressed.

12. Lockers (where available) and lost property

- 12.1 Lockers are provided for sessional use only. For security reasons and for the benefit of all members, all lockers must be emptied at the end of each session.
- 12.2 Items left all day or overnight will be removed and held for no longer than one month; thereafter they will be disposed of. The centre is not responsible for the contents once removed.
- 12.3 Lockers should be used for the storage of all personal belongings. The management is not liable for the loss or theft of any personal belongings.
- 12.4 Items of lost property will be disposed of if not claimed after one month.
- 12.5 Weekly/ monthly/ annual rental may be available. Please contact your centre for further information.

13. Child Memberships (where available)

- 13.1 Child memberships may be available at your centre. The charges and times that children are allowed in the centre will vary from centre to centre. Children may not be allowed in some centres. Please ask your centre for more information and details.
- 13.2 All children must be accompanied by an adult (someone aged 18 or over).

14. Liability

- 14.1 Nuffield Health liability for loss, damage or theft to member's property is strictly limited to any damage or loss suffered as a direct result of the negligence of Nuffield Health.
- 14.2 All members use the centre at their own risk. Neither Nuffield Health nor the company can accept liability of any accident that may occur on the premises other than liability which may arise from negligence of Nuffield Health, its staff or the company.
- 14.3 Nuffield Health reserve the right to refuse admittance to a member who is medically unfit. All members are required to inform the centre of any changes in health status.

15. Members Conduct

- 15.1 Smoking is prohibited in all parts of the facility.
- 15.2 Please be courteous to fellow members and ensure that you keep to the time restrictions on equipment as indicated.
- 15.3 Please wipe down equipment in the gym after use.
- 15.4 Disorderly conduct or conduct liable to cause offence to other centre users may result in the termination of membership.
- 15.5 Members who willfully or negligently cause damage to the centre facilities or equipment will be liable for the cost or repair. Disorderly, rude or offensive behaviour may result in termination of membership.
- 15.6 During busy periods, use of the cardiovascular equipment is limited to 20 minutes on any one piece of equipment.
- 15.7 No pets are allowed into the facility with the exception of registered Guide Dogs.

16. General

- 16.1 Members must at all times observe the Terms & Conditions. Nuffield Health reserve the right to amend these rules at any time with 1 months notice.
- 16.2 The centre may withdraw all or part of the facilities for any period when required for any repair attention or maintenance work.
- 16.3 The centre reserve the right to vary the opening times of the centre facilities.
- 16.4 Members may be issued a membership card which must be shown on every visit. Failure to do this may result in entry being refused. Replacement cards may be subject to an administration fee. The membership card remains the property of Nuffield Health.
- 16.5 Facilities are available to members only. If you lend your card or are found to knowingly allow a non-member access to the facility your membership may be rescinded.
- 16.6 The opening hours may be changed from time to time. A minimum of 1 months notice will be provided.

17. Data Protection

- 17.1 Any information about you provided in the course of you joining the centre will be used by Nuffield Health in order to administer your membership. Your details may also be used to send you information about Nuffield/ Fitness promotions from time to time - please let the fitness centre know if you do not wish to receive this information. Your details may be disclosed to third party service providers which support Nuffield Health & the fitness centre facilities. The information will be processed in accordance with applicable data protection laws and be safeguarded appropriately.

Adherence to the above is much appreciated and will ensure that all members can achieve the maximum benefit and enjoyment from their visits to the Centre.