

CLUB RULES

To help keep the atmosphere at the Club and create a respectful environment for all members we politely request that the following rules be observed.

The management, whose decision will be final on all members and visitors of the Club, shall determine any dispute or difference in regard to the interpretation of these rules. The management reserves the right to amend these rules at any time.

OPENING HOURS

The Club's opening hours, as amended from time to time, are displayed at reception. Members must ensure they cease use of the Club facilities at least 15 minutes before the Club closes to allow adequate time for showering and dressing.

GUESTS

Admitted on payment in advance of the Guest Fee. Guests must book with the club in advance. Members must accompany their guests at all times, are responsible for their guests being aware of and adhering to Club rules and shall not leave the Club premises before their guests. All guests must sign the non-member sign in sheet. The club reserves the right to refuse admission to a guest for reasons of health and safety or if the proposed guest has previously not complied with club rules.

FITNESS AREAS

Suitable clothing must be worn at all times and a sweat towel is compulsory when using the fitness suite. Access to the fitness areas may be limited in the event of classes or pre-organised sessions. Details of these will be posted on Club notice boards.

SAUNA/STEAM ROOM

Members must ensure they are aware of the age restrictions (as instructed by staff) applying to the use of the Sauna/Steam Room by minors. Minors must be supervised by an accompanying adult at all times unless otherwise permitted by the Club. Members and Guests must shower after using the Sauna and Steam Room and before using the Swimming Pool. Shaving and exfoliating are not permitted in the Sauna or Steam Room.

SUNBED FACILITIES

Members must ensure they are aware of the age restrictions (as instructed by staff) applying to the use of the Sunbeds and other tanning facilities. Members and Guests should ensure that they familiarise themselves with the Sunbed and tanning information and complete the questionnaire issued by the Club prior to their first session. Eye protection must be worn whilst Sunbeds are in operation. Members and guests are requested to clean the Sunbeds after use with the fluid provided.

CHANGING ROOMS

No children are allowed in the changing room of the opposite sex once they have reached the age determined by the Club. Club staff or other users of the changing rooms at the time may agree to relax this particular restriction in particular circumstances.

LOCKERS

For security reasons, Members and Guests are asked to store personal belongings in the lockers provided. All usage of lockers is governed by the membership terms and conditions. Lockers are provided on a daily basis only, and items left overnight will be removed on the following day and treated as lost property.

SWIMMING POOLS

No running, jumping or diving in Pool areas is allowed. Minors using the Pool must always be suitably supervised as required by the Club. Pool areas are not always supervised by the Club staff. For reasons of Health and Hygiene, it is necessary for all Members and guests to shower before entering the Pool. Showers are provided for this purpose in the changing areas and on poolside. Members and guests with verrucae, athletes' foot, or similar communicable maladies must not use the Pool. Radios, lilos, buggies and anything which the Club in its absolute discretion considers to be a hazard or otherwise detrimental to the use of the Pool and its environs are not permitted. Members and guests are asked to wear conventional swimming costumes only. Babies and children are also required to wear appropriate costumes. All children under the age of 2, or not yet toilet trained must wear Aqua Nappies whilst in the Swimming Pool. The Pool may be reserved at certain periods for use by 3-1-5 partners, swimming lessons or children's parties. Prior notice will be displayed on Club notice boards. No food is to be taken in or consumed in the pool area.

LOST PROPERTY

All lost property found on the premises should be handed in to the Club reception. Items whose ownership cannot be identified will be stored by the Club for one month and then donated to local charities. Items which appear valuable may be sold with the proceeds donated to charity. The Club cannot take responsibility for loss, damage or theft of any property of members or guests. The Club is not responsible for loss or damage to members or guests' cars whilst on Club grounds. All lost property found on the Club premises should be handed into the Club reception.

SAFETY AND HYGIENE

In the interest of Safety and Hygiene, no food, alcoholic beverages, crockery or glasses are allowed in the changing rooms, fitness areas, studios, swimming pools and other activity areas. No pets will be allowed in the Club premises, with the exception of guide dogs. No illegal substances may be brought into the Club. Entry to the Club is only permitted at the Club reception and entrance. Fire exits, which are clearly marked, are there in the interests of safety and members and guests must not interfere with these doors for any reason. In the event of an emergency evacuation, members and guests must immediately make their way in an orderly fashion to the nearest available exit.

Smoking and/or vaping is not permitted in any area of the Club or Club grounds.

BEHAVIOUR

If any member shall cause nuisance or annoyance to other members, guests or Club staff, or misuse the Club facilities, or breach any etiquette guidelines, or generally behave inappropriately, the Club reserves the right to refuse admission or suspend or terminate membership with immediate effect. This maybe without a refund of any subscriptions or fees where there is considered reasonable grounds for doing so. In particular, abusive language, threatening or violent behaviour will not be tolerated. All minors using the Club must be supervised by an accompanying adult at all times. No photography (including the taking of images through a mobile phone or camcorder) is allowed in any area of the Club, unless prior permission has been obtained from the relevant manager.

COMMENTS AND COMPLAINTS

Please refer to any comments or complaints to a member of the Club staff. Written complaints must be addressed to the Club General Manager.

CUSTOMER CHARTER

3-1-5 Health Clubs is keen that its members have no concerns with possible changing personal circumstances and therefore we will be pleased to discuss any matters that may affect your membership.

RULES AFFECTING YOUNG PERSONS

Young persons under the age of 16 cannot enter or be left at the Club unattended. Children who abuse the Club and/or its facilities may jeopardize the relevant parent's membership.