

# Terms & Conditions of Membership

## Terms of membership

Hearts Health Club shall be operated as a propriety club owned by Community Leisure Service Partnership, and located at the Peel House, Upper South View, Farnham, Surrey GU9 7JN. The club will be administered by 3DLeisure, or by another nominated person. The owner shall solely determine the facilities of the club; any amendment or replacement shall be at the owner's discretion.

It is the aim of Hearts Health club to provide a pleasurable part of your leisure time. To that end we have put together, some simple "terms of membership" which we hope will ensure all members are able to enjoy the club safely and without being inconvenienced.

*We welcome all members' comments and suggestions.*

## Access

- Members must present their membership card each time they visit the club. The club reserves the right to refuse entry without presentation of these items.
- Entry will be refused to **anybody** under the influence of drugs or alcohol.
- Appropriate clothing and footwear must be worn in the club. In the gymnasium, studio and swimming pool areas outdoor shoes must not be worn. Swimming costumes must be worn in the, spa bath, sauna and steam room. Swimsuits may not be worn in the public areas of the Club.
- No animals are permitted in the club, other than guide dogs
- The club will open from 6.30am – 9.00pm Monday – Thursday. 6.30am–8.00pm Friday & 7.30am–5pm Saturdays and Sundays.  
Last entry is 30 Minutes before closing and we will turn gym equipment off 5 minutes prior to closing to ensure members are out of the building upon close time. These hours may vary on Bank Holidays and over Christmas, New Year, and Easter.
- The club reserves the right to close facilities without prior notice should the need arise. Whenever possible advanced warning will be given. Spa facilities will be closed 30mins prior to close.
- The club reserves the right to refuse admission to any guest.
- The club reserves the right to terminate membership without giving reason. (Refunds may be available subject to circumstances of membership termination)

## Health & Safety

- Please shower before using the swimming pool, spa bath, and sauna and steam room.
- Prior to using the solarium, we advise first time users to read the HSE health & safety poster displayed in the solarium room. Suitable eye protection must be worn at all times when the solarium is in operation.
- Prior to using the gymnasium, a Personal Health Statement must be read and signed.
- In the sauna or steam room, reading, shaving, or the drying of clothing and towels is not permitted.

- Running/ jumping/ diving or any other activity that may cause harm to other spa users is not permitted in or around the spa area.
- Members must accept responsibility for their guests and ensure that they abide by the terms of membership. Members must be with their guests at all times
- Food and drink are not permitted in spa area or in the changing rooms.
- Glass (including face masks made from glass) and crockery is not permitted anywhere in the club other than the reception/lounge area.
- Smoking is not permitted anywhere in the club.
- Please ensure that you have read the 'spa pool rules' signage before using the spa facilities.

## Children

- Children under the age of 13 may not use the club.
- Children under the age of 18 are not permitted to use the solarium.
- Children under the age of 16 are not permitted to use changing room 3, including the Sauna, Spa or Steam Room.
- Children under the age of 14 must be supervised at all times whilst on the premises.
- Children under 16 are not permitted to use the resistance weights or attend a weight bearing class.

## Administration

- The club management reserves the right to reject any application for membership without giving a reason.
- The club fees and tariffs shall be determined by the club and may be altered at any time. Members will be notified in advance of any changes.
- The club reserves the right to terminate the membership of any member without notice in the event of a member committing a serious breach of the club's terms of membership.
- On cancellation or termination of membership, no refund will be made.
- All members who wish to cancel their membership must do so in writing giving 28 days' paid notice.
- Membership cards are only for use by the member and are not transferable under any circumstances.

## Other Terms

- Radios, cassette players, mobile phones, and other items likely to cause annoyance may not be used in the club.
- Lockers should only be used for storage of personal belongings.
- Property is stored at the owner's risk and the club will accept no liability for loss or damage.
- Lockers will be cleared every 24 hours and all items removed.
- The club reserves the right to dispose of any items not claimed within 4 weeks.
- The club reserves the right to amend these terms at its absolute discretion. Notification of changes will be displayed on the notice board.

## Membership

- All members will pay a subscription beginning when the member is accepted for membership and shall be payable either annually in advance or by monthly payments in which case it will be debited from the member's bank account by monthly direct debit
- Members paying by direct debit may be able to suspend their membership by paying a reduced fee. Annual lump sum memberships will not be allowed to suspend their membership under any circumstances.
- Renewal of memberships is due after completion of the initial 12month period and subsequent 12 month periods thereafter. Members are given the option to either renew their existing membership with the Terms and Conditions set out above prevailing for further 12 month periods, change to a different membership tariff for which a new initial contract period will apply, or pay their membership fee in one annual lump sum. Where members choose to renew their existing membership, members will have the ability to cancel their membership in accordance with the cancellation clauses set out in these Terms and Conditions. Please note that the continuance of monthly payments to Hearts Health Club will constitute the renewal of the membership at the prevailing rate in accordance with these Terms and Conditions.

## Data Protection Act

- We take the privacy of our members seriously. This statement explains the ways in which we use your personal information. If you have any queries with regard to our processing please contact us on 01252732220
- We collect personal information from you through the membership form and your use of our facilities. The information we collect may relate to your physical health or condition.
- We use your personal information for the purpose of providing and personalising our membership services and providing you with information about products and services offered by us or our business partners and third parties.

I confirm that I have read the above terms and conditions and agree to abide by them:

Print Name:

Signature:

Date: