

I. Payments

- a. The hirer shall be responsible for payment and any other charges to do with the hire.
- b. The hirer shall not assign or sub-let the right to use the facilities and must only use the facility for the agreed purpose.
- c. Full payment will be made at the time of booking for all activities unless written permission is received from the General Manager.
- d. We reserve the right to review prices and will notify customers with a minimum of 14 days notice.
- e. All areas shall be left clean, tidy and free from damage. Any additional cleaning, waste removal, repair or necessary replacement undertaken by SLM as a result of the function shall be charged and payable within 15 days (in relation to events).
- f. The hirer shall be liable for any additional expenses incurred by the company if any event overruns.
- g. To obtain membership prices and privileges, your card must be shown and swiped on each visit by a member of staff.
- h. Payments may be taken by cash, cheque or credit card. We only accept cheques with a valid cheque guarantee card.
- i. Cancellation by the centre
 - i. SLM reserve the right to refuse or cancel any booking without giving any reason, to refuse admission to the centre, to reject an application of membership and to withdraw membership.
 - ii. We can add to, change, withdraw or cancel facilities or activities from the centre without notice. This includes closing a centre or changes to its opening hours for safety reasons, maintenance or special events.
 - iii. No refund of membership fees will be made if a facility or activity is withdrawn from the centres programme.
 - iv. SLM will not be liable for any other expenditure incurred or loss sustained by the hirer arising from the cancellation.
 - v. A credit note will be given on any payment up to the value of £10.00
 - vi. A refund by cheque or credit note will be given on any payment over £10.00.
- j. Cancellation by the hirer
 - i. 1 month prior to the beginning of the booking a full refund will be given after this time no refund will be given.
 - ii. Any application for refunds must be made in writing and sent to the general manager stating the details of refund requested.
 - iii. 24hours notice must be given if you wish to cancel a casual booking; 1 week's notice must be given if you wish to cancel a regular booking.

2. Rules and Regulations of Use (General)

- a. Set up and down of equipment will be undertaken during your hire time.
- b. You should not take part in any physical activity that is unsuitable for your ability. If you feel ill while you are exercising you must immediately stop whatever you are doing and let a member of staff know.
- c. The following must not be brought onto the Premises without the written permission of the General Manager.
 - i. Crockery and glass
 - ii. Pets (except guide dogs)
 - iii. Food, drink or retail items
- d. Permission must be obtained from Duty Manager before taking any video or photographic images in the building.
- e. Appropriate clothing must be worn for all activities.
 - i. Outdoor shoes must not be worn on poolside or in wet side changing areas.
 - ii. Non marking soles must be worn in all activity areas.
- f. Young people under 18 years old are not allowed into the facility after 8.00pm unless accompanied by an adult or taking part in an activity.
- g. Young people under 8 years old must be supervised by their parent or adult over the age of 18 at all times unless taking part in a supervised activity.
- h. Children over the age of 8 years must change in their respective changing rooms.
- i. The hirer shall keep all noise at a level which is acceptable and will reduce noise levels immediately if instructed by a manager.
- j. On arrival at, and departure of the centre, users must show consideration towards local residents living near the centre, particularly during the evening.
- k. No user shall grant sound or television broadcasting or filming rights without prior conditional consent of the management. The consent may

- l. The centre and third parties may carry out general filming and sound recording. Admission to the centre signifies your consent to them being used in perpetuity and in all media without any rights to payment.
- m. The centre is committed to continual improvements to the facilities hence some activities may be unavailable while enhancements take place, this will not give the member the right to redress.
- n. Due to high demand for facilities at certain times, we cannot guarantee access to all facilities immediately.
- o. You must park only in the designated parking places.
- p. Only cars displaying disabled badges may park in the disabled parking bays.

3. Rules and Regulations of Use (One Off Hires and Club Block Bookings)

- a. Your application is only confirmed when you receive written confirmation from the centre.
- b. Acceptance of your booking does not guarantee further bookings.
 - c. You must supply prior to your first session a copy of;
 - i. Details of all coaches, including first aid, coaching qualifications and CRB checks.
 - ii. Affiliation details the club has with the governing body,
 - iii. Insurance for public liability covering £10,000,000
 - d. If the management are of the opinion that the hirer is not making suitable use of the facilities, the management reserves the right to re-allocate any unused parts.
 - e. No equipment or substances shall be brought onto site without prior permission of the General Manager (all electrical certification will need to be supplied prior to permission being given).
 - f. The hirer should ensure that suitably qualified persons appropriate to the activity shall be in attendance at all times. Copies of these qualifications should be passed to the management at the point of booking.
 - g. The hirer must not transfer the booking to anyone else.
 - h. The hirer must provide set up plans and method statements for setting up equipment on site.
 - i. No structural or other alterations shall be made to the fabric of the building or any furniture fixture or fittings without written permission of the General Manager.
 - j. No banners, leaflets or posters shall be placed within the boundaries of the Centre without the approval of the General Manager.
 - k. The hirer must give notification of any flammable material brought onto site.
 - l. A late payment fee will be charged if you do not pay for your hire within specified timescales. It will start at £5.00.
 - m. SLM reserve the right to enter any part of the facility at any time with or without a third party without stating a reason.
 - n. No hirer is permitted to;
 - i. give away goldfish or any live animals as prizes.
 - ii. give exhibitions, demonstration or performances of hypnotism on our premises.
 - iii. use our premises for gaming or wagering other than lawful gaming carried out in line with the gaming act 1968.
 - iv. collect monies on the premises from participants other than by written consent of the manager.
 - v. infringe copyright laws
 - o. We will provide lifeguards for all pool bookings and this will be charged for accordingly.
 - p. All areas within the facility have maximum area limits, please clarify the number expected to attend at the time of booking
 - q. We will provide hirers with copies of our Normal and Emergency Operating Procedures, you as the hirer must sign to the effect that these have been read and understood.
 - r. All club members must have an Everyone Active card obtained at reception.

4. Rules and Regulations (Swimming Pool)

- a. The hirer must supply information on numbers participating and their swimming skills and detail on the hirer's form, the individual who will be in charge of the group.
- b. All participants must shower before entering the pool and follow the Pool Rules as laid out below.
- c. No running
- d. No diving in prohibited areas
- e. No bombing No acrobatics, pushing, ducking or shouting

- g. Under 8's must be supervised by their parent or adult over the age of 18 (maximum of 2 children per adult)
- h. No one with a recent history of diarrhoea should swim
- i. Rafts must be kept away from the sides of the pool
- j. No swimming under the influence of drug or alcohol
- k. No food or drink to be consumed
- l. Children not yet toilet trained should wear Aquanappies which can be purchased from Reception

5. Rules and Regulations (Changing Rooms)

- a. Children over the age of 8 years must change in their respective changing rooms.
- b. Any articles we find, including items left in lockers at the end of the day, will be removed.
- c. Clothing left in cubicles will be removed to lost property. (Items are kept for one month before disposal.)
- d. Valuable are left at owners risk, we are not responsible for any loss of property as we provide lockers for you to use.

6. Rules and Regulations (Gym)

- a. So we can help you achieve your goals and to see if you're keeping to your '28-day activity planner', we ask that you bring your membership card with you on every visit to gain entrance into the club – you may get frequent exerciser points or prizes!
- b. 'Pay-as-you-go' members must hand their payment receipt in to the gym team as proof of payment and entitlement to use the facilities.
- c. In an environment where people are working and getting 'hot and sweaty' personal hygiene is extremely important. Soap, water and deodorant will go a long way and help to keep you and our gym pleasant and sweet smelling!
- d. You wouldn't walk around your living room with muddy shoes on! We ask that you wouldn't do that in the gym either.
- e. The gym isn't a fashion show, but we ask that you wear clean appropriate training clothing to use our gym, i.e. T-shirt, shorts, tracksuit bottoms, sweatshirt and a training towel is always useful.
- f. Hydration is critical when training. To get the most from your workout please bring a water bottle with you so you can top yourself up frequently.
- g. It's difficult for you and others to switch off from the outside world and enjoy your workout when mobile phones are ringing. Please take time out and switch it off for an hour.
- h. We ask that you wipe your sweat from the equipment after you have used it.
- i. Don't 'hog' the machines! Be courteous and respectful to other members.
- j. We ask that you limit your time on the CV machines to 20 minutes when the gym is busy during 'peak' times – why not try a 'Dash' Results Card?
- k. We also ask that you make resistance equipment available to other members in between your 'sets'.
- l. If you are unsure how to use a piece of equipment or a 'Results Card' then please come and speak to a member of the fitness team for help and advice.
- m. For your safety please use mitts/gloves when using the 'Punch' equipment
- n. We cannot be responsible for any valuables left at the gym reception desk. Please use the security lockers provided.

7. Rules and Regulations (Children's parties)

- a. Each party has set number of children included in the party fee. Any extra children will be charged an additional fee. Final numbers should be confirmed 5 days prior to the party.
- b. The children must be asked to listen to the instruction of the party supervisor for their safety at the party
- c. Children should arrive 15 minutes before the party start time
- d. Any children under the age of 8 must be supervised in the swimming pool by their parent or an adult over 18, in line with our swimming pool admission policy. If this is not provided the party cannot go ahead.
- e. Party hirer must complete the under 8's Pool Party Supervision Form for all pool parties.
- f. Under no circumstance must alcohol be brought onto the premises by the hirer or guests.
- g. Please note no refunds will be given unless at least **28 days notice is received in writing** prior to the date of your party whereby a credit will be issued to use at one of our centres.
- h.

8. Rules and Regulations (Crèche)

- a. Children will be accepted into the crèche from six weeks.
- b. Children are accepted on a first come, first served basis. Once the

- c. All children must be registered with the centre on entering the crèche for the first time.
- d. Parents must not leave the centre and must be available to contact in case of emergencies (unless a nursery service is provided.)
- e. You must not bring your child if they are suffering from any illness. We have the right to refuse admission to any child who appears to be seriously ill.

9. Rules and Regulations (Activities)

- a. Activities may be booked in person at reception, by telephone or on line.
- b. Activities must be paid for before use.
- c. If you are unable to attend an activity that has been booked, you must contact the centre at the earliest opportunity. Failure to contact and attend will result in a fee being charged.
- d. Activities that are booked must be confirmed on entry at reception to verify your attendance. Failure to do this may result in you showing as non attending and you may be charged.

10. Liability

- a. The Sports and Leisure Management Group accepts no responsibility for the loss of, or damage to, property or injury, illness or death, on these premises unless caused by its own negligence.

11. Emergency Procedures

- a. All club bookings and one off events will receive a copy of the centres Emergency Action Plan and be communicated any other relevant information including the maximum number of people allowed to use the part of the facility hired.
- b. All fire routes must be kept clear at all times.
- c. If the fire alarm sounds at the centre you must immediately leave the centre by the nearest available exit and meet at the designated meeting point and comply with any directions from our colleagues.
- d. You must report any accident, injury or damage immediately to the Duty Manager at the centre.

12. Data Protection Act

- a. SLM is a data controller under the Data Protection Act. We hold information for the purposes specified in our notification made to the information commissioner. We may get information about you from others, or we may give information to them. If we do, it will only be as the law permits, to;

- Check accuracy of information
- Prevent or detect crime
- Protect public funds

We may check information we receive about you with what is already in our records. This can include information provided by you as well as by others such as government departments and agencies. We will not give information about you to anyone outside of the organisation unless the law permits us to do so.

13. Comments

- a. If you wish to speak to someone regarding the level of service, please talk to the Duty Manager immediately
- b. We have the right to refuse entry to anyone if we feel this is necessary. We do not have to give a reason
- c. Due to high demand for facilities at certain times, we cannot guarantee access to all facilities immediately.

All users / hirers must comply with these conditions of use, have regard for the safety of, and behave considerately towards other users, colleagues, the building and equipment. Any user / hirer not doing so may be asked to leave the centre and must immediately leave if asked. You are responsible for the behaviour of any children you bring to the centre and must explain any relevant rules and conditions to them. You must comply with notices and signs on display in the centre.