

CLUB RULES – in place for your benefit

All members of Crow Wood Leisure Club must adhere to these rules and regulations at all times. Crow Wood Leisure Ltd. reserve the right to change or alter these rules at any time and you will be notified accordingly. Any dispute or difference which may arise in regard to the interpretation of the club rules shall be determined by Crow Wood Leisure Ltd. whose decision is final.

Facility Opening Times

Monday - Friday	6.30am - 9.45pm
Saturday/Sunday	8.00am - 8.30pm
Bank Holiday	8.00am - 7.30pm

*Bar open until 11pm

1. Memberships

- Applications for membership are to be completed and signed electronically by the applicant.
- Acceptance of an application for membership is solely at the discretion of the club management, and reasons need not be given for refusal.
- When the joining fee has been paid and the membership accepted the applicant is then classed as a member and is bound by the club rules.
- All memberships must be accompanied with a photograph taken by the reception staff when joining.
- Members must produce their entry key on every visit.
- All members must complete the electronic pre-screening form prior to using the facilities and highlight any potential health risks to be the best of their knowledge. It is the member's responsibility to update the screening form in the event of changes to their health.
- Memberships are not transferable.
- A replacement key will be charged at £15.00.
- Guests introduced to the club must be accompanied by the member who is introducing them and the appropriate fee paid.
- Guests must abide by the club rules and become the responsibility of the member who introduced them, whilst on the premises.
- A member must not use any facility outside of their permitted membership category.
- Crow Wood Leisure Ltd. reserves the right to refuse membership application to any person whose membership has been previously cancelled, or refused.
- The Technogym key will remain the property of Crow Wood Leisure Ltd. and must be returned on membership cancellation.
- In the event of a direct debit failure as a result of "insufficient funds" an administration charge of £5 will be added to the outstanding debt.

2. Membership categories

- Peak membership allows usage during all opening hours.
- Off peak membership allows usage from 8.00am - 4.30pm and 8.00am - 8.30pm weekends and 8.00am - 7.30pm Bank Holidays.
- Health and fitness membership entitles users to all facilities EXCEPT Tennis and Squash.
- With the exception of equestrian, full membership entitles member to use all facilities.
- Junior membership entitles a user access to the swimming pool, spa steam room and sauna in accordance with the club rules (see Rule 5b, 5d, 6a, 6b, 7d and Section 11).
- Racquets junior membership entitles a user to use all facilities in accordance with the club rules (see rules 5b, 5d, 6a, 6b, 7d and section 11) except the gymnasium.
- Racquets only membership entitles members to use all facilities other than the gymnasium and classes.

3. Code of conduct

- There is to be no misuse of the facility, services or equipment provided.
- A member must not knowingly cause a health or safety hazard to others.
- A safe and sensible exercise routine must be undertaken at all times.
- Members must not partake in any activity if they are knowingly unfit to do so.
- A member must report all thefts, accidents or any suspicious act to a member of staff immediately.
- Members must use the lockers provided for changing and not leave bags unattended at any time.
- Members are asked to take care with their locker

- keys as replacements are charged at £5.00 each.
- No belongings are to be left in the lockers overnight, as they will be removed.
- Smoking is not permitted in the premises.
- Bad language is not to be used in any part of the facility.
- Children must use the correct changing rooms once they have reached the age of 7, or the disabled changing room if available.
- Training shoes and appropriate clothing must be worn at all times when using the health club and racquet facilities.
- Training shoes must be non-marking when using the racquet facilities.
- Any members wishing to cancel a facility they have booked must do so 24 hours prior to their starting time.
- Members must claim any lost property within 7 days as it will be given to charity after this period.
- All members are asked to vacate all facilities fifteen minutes prior to closing to allow time for showering and changing.

4. Safety and hygiene

- Food is not permitted in the changing area, poolside or in the gymnasium.
- Glass bottles or glasses are not allowed in the facility outside of the bar area.
- Children under 16 are not permitted to use the gymnasium.
- Pets are not allowed inside the facility with the exception of guide dogs.
- Emergency exits are not to be used to leave the building except in the case of fire.
- Cars are to be parked in the designated areas only and must not be left overnight. Crow Wood Leisure Ltd. accepts no responsibility for loss, damage or injury to any persons or property whilst attending the facility.
- Unless you are displaying a valid disabled badge you must not park in the designated disabled parking bays.

5. Swimming pool

- All members must shower before using the swimming pool, spa, steam room or sauna.
- Children under the age of 15 must be accompanied at all times by an adult of 16 years or over.
- Diving and jumping are not permitted.
- Children must vacate this facility by 7.00pm.
- The use of inflatables, flippers, snorkels, lilos, rubber rings and anything else deemed to be detrimental to the use of the pool for other bathers, is only allowed at the discretion of the management.
- An appropriate swimming costume must be worn when using all pool facilities.
- Please note that the pool is not supervised by a lifeguard and therefore we ask you to pay particular attention to the club rules regarding the pool.

6. Steam room, spa and sauna

- Children under the age of 5 must not use the steam room, sauna or spa.
- Children under the age of 15 must be accompanied at all times by an adult of 16 years or over.
- Shaving in these facilities is not permitted.
- The above facilities should not be used by anyone suffering from high blood pressure, or anybody with a cardiac irregularity.
- Members should not use these facilities without reading the rules situated adjacent to each facility.

7. Racquet membership

- A member must not use this facility unless they are a racquets member, and only within their designated times.
- The latest an off peak member can book a facility is 3.00pm - 4.00pm.
- A member cannot play unless they have booked.
- Children under 5 must not use this facility, children under 14 must be accompanied by an adult of 16 years or over.
- Appropriate footwear must be worn at all times.
- Bookings can be made 8 days in advance.
- If a member is not available for the court five minutes prior to booking time, the court can be released.
- Court bookings cancelled more than 24 hours before the booking time will incur no charge, cancellations

after this time will incur a charge.

- Members must vacate the court promptly at the end of their allotted session.

8. Sunbeds

- Children under the age of 18 must not use the sunbeds.
- Eye protection must be worn when using the sunbeds.

9. Membership cancellation

- When cancelling a membership one month's notice must be given in writing to the club.
- If a member cancels their membership, they will become eligible to pay the joining fee if they wish to re-join.
- Crow Wood Leisure Ltd. reserves the right to cancel any membership at any time.
- If a member decides to cancel their membership all monies paid in advance will be deemed non-refundable.
- Any member using facilities outside of their allotted membership times will have that membership cancelled. No refunds will be given.
- Members are able to suspend their memberships for complete calendar months for a payment of £6 per month. The minimum period for suspension is one calendar month.
- Any member taking action of any sort whether legal action or otherwise against Crowwood Leisure Ltd and its connected companies shall have their membership terminated forthwith. No refunds will be given of any money already paid and further the member shall be responsible for the full one months notice referred to at 9(a) above

10. Physical activity

- All new members must undergo an induction of the gymnasium by a Crow Wood instructor. Members who do not adhere to this do so at their own risk.
- Each member must monitor their own physical activity and condition whilst at the club. Should any unusual symptoms occur the member must stop exercising immediately and contact a member of staff.
- Every member must complete the electronic pre-screening form before partaking of any physical activity, should any of the conditions stated change at any time during their membership, they must immediately inform an instructor.
- It may be necessary for an instructor to gain more information regarding your physical condition from your doctor, in order for them to provide you with a safe and suitable exercise programme. It is strongly advised that a member provides this information when requested. (This will be at the members own expense).

11. Children's - membership

- Children under the age of 14 must be accompanied by a responsible adult of 16 or over at all times when visiting the club. See 5b.
- Adults responsible for children must ensure that the club rules are adhered to by those they are responsible for.
- No adult member can be responsible for more than 2 children under the age of 5 at any one time when using the pool.
- Children must leave the pool area by 7.00pm and the building by 8.00pm, unless they are participating in any of the home or away racquets teams.
- When children are attending classes they must be escorted to and from the class by the adult responsible for them.
- When using the pool area there is to be no jumping or diving in the pool and the Jacuzzi must not be used as a play area.
- Children under 5 cannot use the steam room, sauna or Jacuzzi.
- When using the lounge area children should not run around so as to disturb other members or to risk accidents when hot food is being served.
- A member is eligible to register a maximum of 2 children under the age of 4 to enable the children to use the facilities free of charge.
- Children not registered will be refused entry.