



Membership Terms of Business

Membership Agreement

These rules and regulations form part of your membership agreement with Camden Court Fitness. The rules are in place to ensure maximum fairness and enjoyment to all our members, and we ask that they be strictly adhered to at all times. Should you not abide by them, we reserve the right to suspend or cancel your membership.

Code of Conduct

All Members and Visitors must adhere to the Code of Conduct, covering behaviour in the Club and throughout the Hotel, they must show respect for other Members, Visitors, Employees and Club property. This Code is intended to regulate behaviour in the interests of all members and the Club. Members should at all times obey any reasonable request by a member of staff.

Categories of Membership

There are various categories of membership on offer, and these are available only to those people who meet the eligibility requirements of that category. There are some restrictions placed on younger members and which facilities they are entitled to use. This is purely for their own health and safety.

Conditions of Membership

- All members must have either an active Direct Debit mandate or have paid in advance for their memberships.
- Each member is entitled to use the facilities as stated under the relevant category of membership. The Management reserves the right to change the facilities at the Club at any time. We may also withdraw all or any part of the facilities for any period where they are required for maintenance or other activities.
- The Management decide the opening and closing times for the facilities at the Club, which may change at any time. These times will be displayed at the Club reception.

- Membership tariffs are reviewed each year with any change notified to members on renewal.
- Members using the fitness suite and pool must be aged 16 years of age or over. Under 16s must be accompanied by an adult at all times in the swimming pool area and will not have access to Jacuzzi, sauna, steam room or gym.
- All new members must fill out a Pre-Activity Readiness Questionnaire (PARQ) and receive fitness instruction before commencing on their first gym workout and should thereafter follow their individual personal fitness programme. If during your membership you are diagnosed with a medical condition which may be affected by exercise, you must inform the club and fill out a new PARQ.
- Inappropriate, foul, and abusive language or behaviour towards staff or other members is not accepted.
- The Club will supply you with a membership card, which you must bring with you each time you visit the Club. You cannot lend this card to another person and if you do so we reserve the right to terminate your membership. In the event of cancellation of membership, we will not refund the membership subscription. If you lose your membership card, there is a small charge a replacement.
- Your membership renewal must be paid before or on the date of renewal, otherwise it will be taken as a new membership application and additional charges may apply.
- The Management reserves the right not to accept, or refuse an application for membership, entirely at its own discretion. In such cases the relevant fees will be refunded as soon as is practically possible.
- The Management reserves the right to refuse the renewal of a membership at its discretion, without giving any reasons for such a refusal.
- Membership holders must respect pool timetable restrictions.
- Membership holders must respect capacity restrictions, and follow all guidance proffered by staff and signage.
- The Management reserves the right to amend and add to the “Conditions of Membership” and the “Code of Conduct” as it sees fit and the member shall observe any amended or additional conditions or rules so made.
- We do not accept responsibility for the loss or, damage to property on the premises, nor do we accept responsibility for illness, injury, or death on the premises, except for those proven and found to be as a direct result of our negligence. It is the members responsibility to ensure that they are fit to use the facilities and members should inform us in writing if any health or any medical conditions experience change, or if the member feels that they require further consultation or attention by staff.

Cancellation of Membership

- The Management reserves the right to terminate, without notice, a membership. It shall be at the sole discretion of the Management whether or not all or part of the membership fee is refundable in such circumstances. The Management shall also have the right to refuse entrance to any membership holder or any other person or prevent such persons from using the facilities, at their discretion.
- The Club reserves the right to cancel or suspend your membership if you break the membership agreement, if we believe that you are likely to break it or if you have not paid any amounts of money owed to us.
- Direct Debit will be an annual contract and any outstanding fees must be paid on cancellation.
- Direct Debit are a roll over membership unless we are advised to cancel. A direct debit cancellation form must be filled out.
- Upfront membership's subscriptions are non-refundable.

Without taking away from the generality of the above, we may terminate your membership and/or refuse you entry if; a) You seriously or repeatedly break either the "Conditions of Membership" or "Code of Conduct" and you do not or cannot put it right within seven days of us writing to you about it or; b) Another person uses your membership card or ID to get into the centre or; c) You or someone accompanying you uses rude or abusive language or threatens or uses violent behaviour at the centre or acts in any way which disturbs the enjoyment of the centre by other members or staff, or is deemed by the Management to be detrimental to the welfare, good order, safety of character of the centre or its members.

Membership Freeze

If you pay monthly, your membership can be frozen for a minimum of one month period and a maximum of 6 months.

- A valid reason for frozen request must be given
- This form must be completed with appropriate dates of start and finish, and your membership will automatically recommence as agreed
- Only one freeze per year can be used
- For annual memberships a minimum of one month to a maximum of six months consecutively can be used
- On a six-month membership you can freeze for one month consecutively
- There is no freeze option on a three-month membership
- On a direct debit membership one month's notice is required to freeze
- Frozen requests are at the discretion of management.

Swimming Pool

- We can reserve the pool at certain times for adults only, classes, swimming lessons, cleaning or essential maintenance.
- No alcohol, hot drinks, glasses, or glass bottles are permitted in the pool area. For health and hygiene reasons you must shower on entering the pool area, and shower after using the sauna/steam room before re-entering the pool.
- Members should always follow the instructions of the staff whilst in the pool area.
- No diving, running, or jumping is permitted in the pool area.
- No cameras or camera phones may be used in any of the facilities.

Children

Children under the age of 16 are required to be supervised at all times whilst at the Club by a member who is aged 18 or over, unless the child is attending a pre-organised Club activity.

Children aged 7 years or over must use the changing facilities designated for their own sex.

Fitness Suite

- Each member is responsible for his/her own physical condition and should monitor their own health in relation to physical activity accordingly.
- If any member feels unwell during exercise, they should stop the activity and contact a member of staff immediately.
- Drinks can only be taken into the Fitness Suite in a sealed plastic water bottle. No hot drinks or alcohol is permitted
- Members are responsible for informing the Club of any changes to their health which affect their original PARQ.
- Appropriate clothing and footwear must be worn at all times.

Parking

Private parking is provided within the hotel car park for all members whilst utilising the Club's facilities parking is only permitted while using the centre or the hotels facilities. The Club has systems in place to prevent illegal parking by non-members and overstaying members. The Club reserves the right to recoup any costs incurred by members who do not follow parking instructions which are clearly marked out and to fine users who break the rules. Vehicles parked in the car park and all contents therein are the responsibility of the member and we will not accept any liability for loss or damage to any property, vehicles, or possessions while on the premises.