



## **Knowle Grange Health Spa Terms of Club Use**

### **1. Introduction**

These terms of use are designed to help you, and all members enjoy using Knowle Grange Health Spa (We). These rules need to be observed along with the Terms and Conditions of membership

### **2. Facilities**

Our opening times are displayed at reception and on our website, we may make reasonable changes to our opening times and will display any changes on our information board.

Members and their guests are entitled to unlimited use of the swimming pool, gym, sauna and spa pool, café and spa gardens. The exercise studio is available for classes and sessions with a personal trainer. If you are a guest, you will be entitled to use the facilities that are generally available to all members.

At times we may withdraw all or some of the facilities to carry out cleaning, repairs, alterations or improvements, for staff training and meetings, for maintenance or security work, or for reasons that are beyond our control. We will tell you about this using our email system and/or the information board. You can also contact Reception.

Facilities are available on a 'first come, first served' basis and we are not responsible if any equipment, facility or service is not available because another member is using it or the maximum number of people allowed (for example, in the pool or an exercise class) has been reached.

For your safety and security, we use CCTV within the property.

We may make reasonable changes to the rules and regulations, but we will tell you about these changes.

If you are not sure how to use any of our facilities, please ask a member of the team.

On joining, you will receive a fob which allows access to the facilities. The fob remains the property of Knowle Grange Ltd and must be returned if you cancel your membership. If you lose your fob, there is a charge for the replacement.

### **3. Guests**

Members may invite guests (who must be 18 years or over) to Knowle Grange Health Spa. Each guest will have to pay a fee to use the facilities (no fee is payable for the use of the café). You can get details of these fees from the reception team. Guest passes must be booked in advance and management reserves the right to refuse any booking.

Your guests must complete a guest registration form at the reception and fill in a pre-exercise questionnaire and sign the disclaimer at the start of each visit if they wish to use the gym facilities.

Your guests may not be able to use the facilities without written confirmation from their doctor if any concerns about health, fitness or exercise are identified or arise from the questionnaire.

You must accompany your guests during their visit and you are responsible for the behaviour of your guests and their adherence to these Terms of Use. Any failure to do so, may result in the withdrawal of access rights for you and/or any of your guests and, for any serious breaches or transgressions, in cancellation of your membership.

We can refuse admission of any guest and we may require a guest to produce a form of identification which is acceptable to us before they can enter. We are at liberty to refuse entry at our discretion and without giving any reasons.

We may restrict the number of guests that a member can bring with them on the day based on the current occupancy of the facility.

### **4. Bookings**

Members may be able to book certain activities – for full details please speak to a member of staff

### **5. Personal Training**

In the unlikely event that your Personal Trainer is unable to take your session we will, where possible, provide another trainer. We will not refund payments you have made for any personal training sessions you have not taken when a personal trainer was made available.

We do not refund block bookings. When you have pre-paid for a number of sessions or courses, we will not refund any sessions where you did not show up for a booking nor used them prior to expiry.

## **6. Class Bookings**

Members can book via our reception, or website or by using the Vagaro app for any class. We may refuse to let you take an exercise class if you arrive after the class has started.

## **7. Fitness Facilities**

The following rules apply to make sure that you use the gym and fitness facilities safely. Before you start using the fitness facilities (gym, pool and exercise classes), you must fill in an exercise questionnaire. You must also have a supervised induction session with one of our qualified staff. We shall do our best to facilitate this session, but it is your responsibility to ensure that it does get booked and that you attend. If you don't, you may not use the gym facilities. If we have any concerns about your exercise questionnaire or any health assessment, we may not let you exercise.

If any health assessment or exercise questionnaire shows that you could be at an increased risk of illness or injury while exercising, we will advise you to get approval from your doctor before you continue to exercise. We do not accept any liability if you fail to follow our advice.

For your own safety please inform a qualified member of staff if there are any circumstances affecting your health that may be made worse by continuing to use the fitness facilities. You should keep this information up to date throughout your membership. When filling in any exercise questionnaire or taking part in a health assessment your answers must be honest, accurate and up to date. We cannot accept any liability for incorrect advice we may give as a result of answers that are false, inaccurate or out of date.

You should not use any item of gym equipment unless you are sure that you know how to use it safely. If you are not sure, ask for advice from a qualified staff member.

Equipment located in the exercise studio may only be used under the supervision of our trained staff.

In order to maintain hygiene standards, we ask you to wipe down all equipment using the cleaning sprays provided after use.

All free weights, mats and unfixed equipment must be returned to their storage areas after use.

Fire doors must not be wedged open.

We recommend that members bring their own water bottle to fill onsite and use in the gym.

## **8. Swimming Pool**

You must shower, using the showers provided in the changing rooms, before you use the swimming pool. You should also shower before using the pool if you have applied sun cream.

The pool is unattended with no lifeguard on duty and Members use it at their own risk. The swimming pool is 12 meters long by 6 meters wide and its depth is 1.3 to 1.5 meters. Poolside supervision is not required for pools that are 1.5 meters deep or less. Please note that there is a mobile phone in a waterproof red box at the pool side. This is for use in the event of an emergency. Pressing and holding (for 5 seconds) the SOS button on the back of the phone is the equivalent of dialling '999'.

For your safety and well-being and to ensure peaceful enjoyment of the pool and its surroundings, please note the following:

- No diving
- No eating/drinking at the pool edge
- No running around the pool
- No turbulent/dangerous swimming
- No glass items or crockery

You may use balls, floats, armbands and other similar items kept in the storage chest provided you do not disturb other swimmers, and you return the items to the storage chest after use.

If the pool is not in use after your swim, please put the cover on. This keeps the leaves out and prevents the pool losing its comfortable temperature.

There may be times when the swimming pool is reserved for classes or other uses. At these times, your use of the swimming pool may be restricted. When this happens, we will try to display a notice on our information board.

At all times you must keep to our rules and guidelines for the pool displayed on our notice board and around the pool.

## **Pool Enclosure**

One of the benefits of our enclosure is that it gives us the flexibility to take account of our frequently changing weather. If you wish the enclosure to be opened or closed, please check with one of our team. You should not attempt to open or close the bi-fold doors. They are easily damaged and you would be responsible for the cost of any repair.

## **9. Sauna, Jacuzzi and Steam Room**

You must shower, using the showers provided in the changing areas, before entering the sauna, steam room, hot tub or jacuzzi.

Members and guests who:

- have high or low blood pressure;
- have heart problems;
- have asthma;
- are pregnant

must not use the sauna, steam room or jacuzzi. You must consult your doctor before using these facilities.

For your own safety, please do not spend more than the recommended time in the sauna. Follow the time limit that is set out in the guidelines displayed outside the sauna.

When in the sauna, steam room or spa baths you must wear a swimming costume that is appropriate for being seen in public.

## **10. Lockers and Lost Property**

We are not liable for any loss or damage to personal belongings at the centre unless the loss or damage is caused by our negligence. We recommend that you do not bring valuable items to the centre. For security reasons, you must store personal belongings in the lockers provided.

We may remove items which are left overnight in lockers. You can collect these belongings from the reception within one month of us removing them.

After this time, we will not be responsible for any of the contents we have removed from lockers

## **11. Pop-up Events**

From time-to-time, we offer tickets to pop-up events at Knowle Grange. Members may purchase tickets, both for themselves and their guests.

## **12. Health & Safety**

You are not allowed to bring crockery, glass or food into the fitness area, changing rooms or studio nor in and around the swimming pool, sauna and jacuzzi.

To protect all our members' and guests' safety, any person visiting or using the health spa must pay particular attention to all notices and signs relating to health and safety. If you do not understand a notice or sign, please ask a member of staff.

Fire exits are clearly marked throughout the property, and you must not interfere with them or wedge fire doors open. If the fire alarm goes off, you must leave the premises through the nearest safe exit and make your way to the assembly point at the Wadhurst end of the car park.

## **13. Smoking/Vaping**

Smoking or vaping is not permitted in or on any part of the premises.

## **14. Mobile Phones**

Mobiles may be used throughout the premises. However, conversations should be kept to a minimum and not disturb other members and guests. At no time, may mobile phones be used in loudspeaker mode.

## **15. Social Media**

Photography is welcomed throughout the premises. However, images should not be shared on social media without permission

## **16. Behaviour**

While you are at the health spa you must behave appropriately, respectfully and politely at all times. We can prevent you from entering the property, or ask you to leave, if we think that your behaviour or appearance is not suitable.

## **17. Dress**

You must dress appropriately depending on the place and time of day. For example, correct footwear should be worn in the gym and appropriate swimming wear in the pool area. Please refrain from wearing swimwear in the café-bar area.

## **18. Food and Drink**

Apart from water, only food and drink purchased at the café-bar may be consumed on the premises.

## **19. Children**

Children under eighteen are not permitted to use the facilities except when attending supervised children's yoga classes during which time their parent or guardian must remain on the premises.

## **20. Dogs and other pets**

With the exception of Assistance Dogs, dogs or other pets are not allowed on the premises at any time.

## **21. Car Parking**

We do not guarantee that parking is always available. Parking on the road is strictly prohibited. Cars parked on the premises must be parked within the marked parking bays. We are not liable for any loss or damage to your car while it is parked at the health club unless the loss or damage is caused by our negligence. You can only park your car in the car park while you are at the club

## **22. Bikes Stands**

There are bike stands between the paddock and the barn where you can lock your bikes/scooters. You may not bring them into the buildings.

## **23. Usage**

We only supply our services for private use. If you use the services for any commercial, business or resale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

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