



Knowle Grange Spa Day Client Terms of Club Use

1. Introduction

These terms of use are designed to help you enjoy your Knowle Grange Spa Day.

2. Facilities

The facilities are available 9:00 to 17:00 for full day guests and 9:00 to 12:00 or 12:00 to 17:00 for half day guests.

Spa guests are entitled to unlimited use of the swimming pool, gym, sauna and spa pool, café and spa gardens during the hours available to them. The café closes at 4:00pm.

At times Knowle Grange Health Spa (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. 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) has been reached.

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

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

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

3. 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 and, if you wish to use the gym, you must sign our disclaimer form. You must be able to safely use all the gym equipment/apparatus. If we have any concerns about your exercise questionnaire or any health assessment or your ability to use the equipment safely, we may not let you exercise..

If your 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.

We cannot accept any liability for incorrect advice we may give as a result of answers that are false, inaccurate or out of date.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.

4. 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.

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.

5. 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.

Spa 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.

6. 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

7. 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.

8. Smoking/Vaping

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

9. 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.

10. Social Media

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

11. 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.

12. 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.

13. Food and Drink

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

14. 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.

15. Dogs and other pets

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

16. 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

17. 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.

18. 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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