

GENERAL TERMS & CONDITIONS

1. All visitors are required to sign in upon the entry and sign out before leaving at the Leisure Complex reception desk. *Day Guests* and *Hotel Guests* are provided with the VPass (visitor management system) and *Members* are provided with the swipe card (Club Manager – membership management system). These procedures are necessary in case of emergencies.
2. All members must swipe their membership card on each occasion when they visit the Complex. Members attendance will be registered in the Member Management System. We reserve the right to refuse entry in the event of expired membership. All other users must sign in using the VPass system.
3. Members and guests will not be allowed to enter the Leisure Complex if under the influence of drugs and alcohol.
4. Management wish to point out that there may be occasions when the facilities may be busy with hotel residents.
5. Members, guests, residents & their children will observe the directions of the Leisure Complex Manager or members of the Hotel Management & all the rules, conditions & regulations that are displayed in the Leisure Complex.
6. The General Manager shall be entitled without prior notice, to vary the times at which the Leisure Complex is open. Also, individual facilities may be withdrawn at any time without prior notice. There will be no refund of daily membership or monthly membership fees for any variation in the facilities available, or the times at which they may be used.
7. At busy times Management reserve the right to place time restrictions on the facilities.

FACILITIES

1. The Leisure Complex employ's staff to manage all facilities, but supervision of each facility will not be possible at all times. Management requires all users to ensure that their health and physical condition is such as not to involve any risk to themselves, or to any other users whilst using the Leisure Complex and reserves the right to refuse the use of the Leisure Complex to any user that may be considered to constitute a risk.
2. No persons other than Leisure staff are permitted into the reception office at any time.
3. No food or beverages are to be consumed in the Complex other than the designated areas.
4. No pets allowed in the Leisure Complex
5. No pushchairs or bikes are allowed to be left in the Leisure reception or taken into the pool area for health & safety legislation.
6. Smoking is strictly prohibited in the Leisure Complex.
7. Photography is strictly prohibited in the pool area.

POOL, SAUNA, STEAM ROOM, JACUZZI

1. For health, hygiene and safety reasons, all members must shower before and after using the pool, Jacuzzi, Steam and Sauna.
2. **All children under the age of 16 years old must** be accompanied at all times in the swimming pool by a parent or Guardian (aged 16 years and over).
3. **Children under 8 years old are not permitted** at any time into the Jacuzzi, Sauna & Steam Room. **Children aged 8-15 years must** be accompanied by at least one adult at all times.
4. No more than **2 children under the age of 8 years old per parent/guardian** allowed in pool area.
5. **Children aged 8-15 years old** – should be supervised by a parent/guardian aged 16 or over at all times in a ratio no more than 1-3.
6. **Parents / Guardians are responsible for** the supervision of children under their care whilst using the facilities which includes ensuring adherence to the Pool & Gym Rules. Child supervision is not available from the Leisure Complex Staff & **there is no life guard on duty.**
7. When using the swimming pool, preference must be given to those swimming lengths; you must also obey the rules around the pool area - **no diving, no jumping, no splashing, no running, no pushing or fighting or any unruly behaviour.**
8. **All Users:** The pool is not supervised at any time.
9. **No razorblades or any kind of sharps** are permitted in the entire pool area.

GYM

1. **Children under 12 years old are not allowed** to use the fitness suite.
2. **Children between 12 and 15 years old** can use gym equipment including:
 - Cardio-Vascular gym equipment (Cross-Trainer, Running Machines, Bikes, Rowing Machines).
 - Resistance Machines (chest press, lateral row, overhead press, row/rear delt, bravo machine, leg press).
 - Functional Area (dumbbells, kettle bells, bosu balls, resistance bands, steps, parallelles).

Please note that the parent/guardian must actively supervise the children (ages 12-15) at all times and takes responsibility for the child's conduct and safe use of machines and it is limited to one child per one supervising adult. If an adult is not supervising the child or the child misuses the gym equipment or misbehaves, both parties may be asked to leave.

A guardian must be a responsible person of no less than 18 years of age.

3. Members and guests are asked to wear appropriate clothing designed for exercising. Gym shoes must also be worn.
4. The Official Rules of the Gym: **Don't drop weights; return or remove weights when you are finished with them; wear proper attire; wipe down any equipment used; unruly behaviour will not be tolerated.**

CHANGING ROOMS & LOCKER AREA

1. Members and guests are strongly advised to keep valuables in lockers as we take no responsibility for lost or stolen belongings.
2. Coin operated Lockers are available.
3. Lost property will be kept for a maximum of 1 month after that date all items will be discarded.
4. The Leisure Complex will not be responsible for any loss of, or damage to property of members, day guests or hotel residents, however caused.
5. **Junior Members under the age of eight** may change in either sex changing room under adult supervision and in designated cubicle only. Junior Members aged 8-15 years must change in designated areas in the changing room of their own sex.

MEMBERSHIP TERMS & CONDITIONS

1. The Company reserves the right to reject any application for membership without giving reason for doing so.
2. A person wishing to become a member of the Complex must complete the official application form, which should then be submitted to the Leisure Complex Team.
3. Upon successful applications for membership, a membership card will be issued, which will remain the property of the Complex and upon termination of membership, must be returned to the Complex.
4. Membership will run for the designated period as stipulated by the type of membership applied for.
5. Members can choose to delay the start date of their membership by up to 1 month. To bring this date forward, please contact Leisure Reception at leisure@waterloo-hotel.info or call us on 01690 360686, and we will be more than happy to discuss your options.
6. Membership must be renewed before the expiry date shown in the Club Manager (member management). Also the Leisure Manager reserves the right to refuse a renewal of any membership without giving a reason for the decision.

7. Members will be entitled to all the rights and benefits set for the Membership at Stations fitness & Leisure.
8. Memberships are non-transferable. Some exceptions may apply. Please see Leisure Manager.
9. The Operations Manager or Leisure Manager reserve the right to withdraw membership at any time without notice.
10. Members have to swipe their membership card on every occasion to register their attendance.
11. Towels can be hired at a cost of £1 per towel.
12. Coin Operated Lockers are provided and located outside the changing rooms.

DIRECT DEBIT FEES AND CHARGES

1. First month's membership fee is collected from Members by member of staff either by Cash, Debit /Credit Card at time of purchase, or by Direct Debit approximately 5 working days from membership application date. Subsequent Direct Debits for monthly membership fees will be collected monthly thereafter. Each payment made is not refundable. Some exceptions may apply. Please see the Leisure Manager.
2. To downgrade/upgrade membership please contact Leisure Reception at leisure@waterloo-hotel.info or call us on 01690 360686. The Direct Debit monthly price will be adjusted accordingly once accepted and confirmed by the Leisure Manager.
3. If any Direct Debit is returned unpaid or if any other form of payment is not honored for whatever reason, despite us having notified a member of a missed payment or further payments are missed, we reserve the right to, at our sole discretion, either suspend or terminate the membership upon having given them written notice of our intention to do so.
4. Members can suspend their membership up to 3 months after written or verbal notice to the Leisure Manager. Suspension starts from the payment date.

DIRECT DEBIT PRICES

From time to time we may need to increase the price of our memberships. We will give members at least 2 weeks notice of any up and coming price increases and will make it very clear when the price increase will take effect and how much the membership will cost after the increase. During this period, members will have their usual right to terminate their membership in accordance with the membership terms and conditions and rules. If members do not terminate their membership by the date given in the notice, then the membership fees will be increased in accordance with our notice.

TERMINATION - MONTHLY DIRECT DEBIT MEMBERSHIPS

1. You may terminate your membership at any point by cancelling your direct debit with your bank. Please call Leisure Reception for options available to you or for any further information.

2. In the above circumstances your membership will remain in force until the day before your next payment is due, at which point it will automatically terminate.

TERMINATION – PAID IN FULL MEMBERSHIP

1. Fixed Term membership can be refunded to the pro rata'd amount for any unused month.
2. Members may break their membership up to 3 months (once in any membership year). Request can be made in writing to the Leisure Manager.

ADMISSION

1. Admission commences once you have purchased it.
2. Admission is for a single time entry to the facilities and cannot be reused.
3. You cannot transfer the admission to anyone else nor transfer to another date or time.
4. Admission is non-refundable. Some exceptions may apply. Please see Leisure manager.
5. There is no time limit, however at busy times Management reserve the right to place time restrictions on the facilities.

DISCOUNTS AND OFFERS

Discount cannot be used in conjunction with any other offer and does not apply to any classes or other services e.g. circuit training, personal training, sunbed etc.

PARKING

Parking is free of charge to all our members in all of our car parks. The main car park is adjacent to the leisure entrance, and we also have parking across the road. Please ensure you provide your car registration upon joining us to ensure exemption from any charges.

HEALTH & SAFETY

Information regarding membership health and safety

Our commitment to you

- To ensure that our equipment is safe to use by regular maintenance, servicing and regular inspection of our facilities.

- To endeavor to maintain a safe environment for all visitors to enjoy their experience at Stations Leisure Centre.
- We will maintain a high standard of hygiene and keep our facility clean for you to use. Should you be unhappy or have questions regarding cleanliness or hygiene please inform our Leisure team.
- We shall at all times keep confidential any information that you give us regarding your health. However, our staff are not medically trained to offer medical advice.
- While we will respect your decision making over your training regime , we reserve the right to ask you not to exercise what we could reasonably believe to be beyond your personal ability.

In relation to the use of our facilities and services, you warrant, declare and acknowledge that:

- To the best of your knowledge and belief you are in good health and not knowingly incapable of engaging in either active or passive exercise and that such exercise would not be detrimental to your health, safety, comfort, well-being or physical condition. Further, that you will advise us should your health or vulnerability to injury change.
- If you have any pre-existing medical conditions, you may be pregnant or you are breastfeeding, you have consulted your medical professional or general practitioner before beginning to use our facilities and services.
- Our staff are not medically trained and should you have any concerns with your health & fitness you should seek independent medical advice before engaging in any physical activity on our premises.
- Our gym and poolside are unstaffed. However there is CCTV coverage in these areas. Stations staff monitor the CCTV but are not always able to identify an accident or incident. If you experience or witness an incident, you should make the Leisure Staff aware and wait until assistance arrives.
- Our facilities are safe to use, however if you are unsure how to use equipment correctly you should seek assistance where our trained Leisure team can offer a full induction (*a charge is required for this service*)
- A Personal Trainer (PT) service is offered by Stations Leisure Centre. Our PT is certified and has the knowledge, skills and abilities to design safe and effective exercise programs. Our PT does not offer specific nutritional advice but may suggest basic lifestyle and diet changes. For more in-depth nutritional advice you should speak to a Nutritionist or Dietician.

DDA Access

- If you have any physical disabilities please discuss with our Leisure Management who will be able to provide information on our services.
- Our poolside does not provide a hoist for lowering into the pool. The pool has shallow steps and a handrail for access. Assistance will be given from our Leisure team should it be required.
- For users with mobility issues, access to the gym is limited. Information or assistance will be given from our Leisure team should it be required.

Fire Procedures

- If you suspect a fire, press the nearest red fire call point and leave the building by the nearest and safest exit. Please DO NOT go back to the changing rooms to collect your belongings.
- Our fire alarms are tested every Wednesday at 10am or as close to as possible.

LAST UPDATED
23/01/2024