

Leisure Club Membership Terms & Conditions (vMAR2025)

Acceptance of Rules

In proceeding with the purchase of a membership, you agree to abide by these terms and conditions together with local rules and regulations at the club.

The Spa Hotel reserves the right to amend these rules at any time.

Notice of any change or update in rules will be published on The Spa Hotel website.

Payment of Subscriptions

- Memberships purchased online can be cancelled within 14 days, with a full refund, provided the club has not been used during this period.
- Membership subscriptions are payable either in full annually, 6 monthly or monthly recurring card payments only.
- Upon enrolment, members will be asked to pay a pro rata subscription for the remainder of the current month.
- Monthly collections will take place on the 1st of each month unless otherwise advised.
- All other payments will be collected on the appropriate anniversary date.
- In the event of subscriptions not being paid on the due date, access to The Spa Health will be refused until such time as payment is received.
- Should a payment fail to be collected due to insufficient funds a second attempt to collect will occur within 2 days of the failure. During this time access to the club will be suspended. On a second failure, your membership will be cancelled.
- Unless written notice is received, membership will continue beyond the initial period and be subject to the rules of suspension and termination.

Suspension of Membership

- Membership suspensions are only available for Annual/Six Monthly members.
- Monthly memberships cannot be suspended, but can be terminated as per the terms below.
- Membership suspension will only be granted in the following circumstances on production of the specified third party evidence:
 - (i) Pregnancy - Medical confirmation
 - (ii) Ill Health or injury - Doctor's letter
- Suspension must be requested in writing no later than 20th of the month to take effect from the 1st day of the following month and will not be granted retrospectively.
- Suspension of membership will not be permitted until the first full month of membership has been completed and will be for a minimum of three months and a maximum of six months, effective from 1st of any month only.
- Members suspending will have their prepaid period extended for an equal period of time. In other words the length of any suspension will be added to the end of the prepaid period.
- Should a lead member of a group suspend, any active partner will also be suspended
- During a suspension period, if the club is used by a member, guest or active partner, the suspension will immediately end with the effective resume date from the 1st of that same month.

Termination of Membership

- Notice to terminate membership can be given at any time.
- Termination will be effective from the end of the current billing period.
- No refunds or credits will be given for billing periods already paid for.
- If a new membership is started within 1 calendar month of cancellation, the cancellation will be deemed void and arrears will be due for the intermediate period. Access will be restricted until arrears payments have been made.

Annual Review of Fees

- Membership fees are subject to annual review.
- Members are notified in writing of any changes in their subscription with a minimum of one month's notice.
- We reserve the right to increase fees at anytime with a minimum of one month's notice

Access to Spa Health

- The Spa Health reserves the right to reject an application for membership, or refuse admission, without ascribing any reason for doing so.
- No-one under the age of 16 shall be permitted to use any fitness equipment of the club unless prearranged and organised by the club.
- All members will be issued with membership cards.
- Members must carry their membership card when visiting premises and show them to club reception staff or duty manager when asked to do so.
- If there are unpaid subscriptions, access will be refused and the card retained until such time as the problem with missed subscription payments has been resolved.
- Loss of a card should be reported immediately to The Spa Health staff. We reserve the right to charge for a replacement.
- Membership cards are not transferable and are to be used by the named member only.
- Any misuse of membership cards will result in an immediate cancellation of membership.
- We reserve the right to refuse admission and/or expel any member if, in our opinion, that person has caused nuisance, annoyance, offence to staff or other members, or a breach of rules.

Spa Health Use & Etiquette

- The fitness facilities can only be used after attending a health check and gym induction with one of our trainers.
- Restricted entry times apply to Off-Peak Memberships, please refer to the membership category schedule on The Spa Hotel website for full details.
- The fitness area has been designated a 'dry area' therefore members must wear suitable clothing. Training shoes must be worn in the gym but must not be used outside.
- In the interest of safety and hygiene, no crockery or glasses are allowed in the pool area, changing rooms, sauna or steam room.

- For health and hygiene reasons it is necessary for all persons to shower before using the pool, sauna or steam room.
- The gymnasium and pool must be cleared 15 minutes before closing to allow time for showering and dressing. Last entry to the club will be 1 hour before closing time.
- Smoking is not permitted anywhere within the club.
- Members must accompany their guest and shall be responsible for the appropriate charge. Members are responsible for their guests conduct and must not leave the club before them.
- No pets are permitted.

Health Status Duty to Advise

- At enrolment or the earliest opportunity, members must declare any injury, illness or other health condition that may prevent them from using some or all of the club facilities.
- Members are also required to report any changes in their health status that may subsequently prevent them from using some or all of the club facilities and will only be permitted to return to exercise with approval of their doctor.

Liability

- All members, and their guests, use club facilities at their own risk and The Spa Hotel will accept no responsibility for any accident, illness or injury whilst on its premises, howsoever caused, other than liability arising from negligence of The Spa Hotel or its staff.
- Any member or guest who suffers injury or accident on The Spa Hotel premises must immediately report the incident, and the circumstances under which it occurred, to the General Manager, Club Manager or Duty Manager.
- The Spa Hotel accepts no liability for loss or damage to property of members and their guests, including property stored in lockers, vehicles and their contents, motorcycles and bicycles, parked or left on club premises.

Privacy Policy

We take your privacy seriously and will only use your personal information to administer your account and to provide the service and the products you have requested from us.

However, from time to time we would like to contact you with details of other offers and services we provide. You will be asked to give your consent to receiving such communication and will have the option to opt out at any time.

We do not pass your data onto any organisation outside The Spa Hotel.