

CLUB RULES

Updated: January 2026



To ensure a safe, respectful, and enjoyable environment for all members and guests, please observe the following rules. Management will act reasonably in interpreting and enforcing these rules. The Club may amend these rules with notice displayed in the Club and/or via email, website or the member app. These Club Rules form part of your Membership Terms and Conditions and are enforceable alongside them.

1. Opening Hours

Club hours are displayed at reception and may change occasionally. Members must finish use of facilities at least 15 minutes before closing to allow for showering and dressing.

2. Guests

Guests must be booked in advance and the Guest Fee paid before admission. Members must accompany their guests at all times and ensure they follow Club rules. Members cannot leave the Club before their guests. Guests must sign the non-member sign-in sheet. Admission may be refused for health and safety reasons or if a guest has previously failed to comply with Club rules.

3. Fitness Areas

Members and guests must wear suitable clothing and footwear at all times. A sweat towel must be used when using equipment. Access may be limited during classes or pre-organised sessions, with schedules posted on Club notice boards.

4. Programme Changes

The Club may occasionally make changes to programme schedules or content. Such changes do not entitle members or guests to refunds or compensation provided reasonable alternatives are available.

5. Sauna/Steam Room

Members and guests must follow age restrictions and supervision rules. Showers must be taken before and after use and before using the swimming pool. Shaving or exfoliating is not allowed in the Sauna or Steam Room.

6. Sunbed Facilities

Members and guests must comply with age restrictions. A health questionnaire must be completed before first use. Eye protection must be worn and sunbeds cleaned after use.

7. Changing Rooms

Children may not use changing rooms of the opposite sex after reaching the age specified by the Club. Exceptions may be allowed by staff in specific circumstances.

8. Lockers

Members and guests should store personal belongings in the lockers provided. Lockers are for daily use only, and items left overnight will be removed and treated as lost property. The Club is not responsible for lost, damaged, or stolen items.

9. Swimming Pools

Running, jumping, or diving in pool areas is not permitted. Minors must be supervised at all times as required by the Club. All members and guests must shower before entering the pool. Members and guests with communicable conditions such as verrucae or athletes' foot must not use the pool. Only conventional swimwear is permitted. Babies or children who are not yet toilet trained must wear Aqua Nappies. The pool may be reserved at certain times for lessons, parties, or partner use, with notice posted in advance. Food is not permitted in the pool area, and any equipment deemed hazardous by the Club is prohibited. Outdoor shoes are not permitted on poolside.

10. Safety and Hygiene

No food, alcoholic beverages, crockery, or glasses are allowed in activity areas. Only guide dogs are permitted; no other pets are allowed. Illegal substances are strictly prohibited. Entry is allowed only via reception or designated access points. Fire exits must not be blocked, and members and guests must follow emergency evacuation instructions. Smoking and vaping are prohibited throughout the Club and its grounds.

11. Anti-Social Behaviour Policy

Anti-social or unsafe behaviour will not be tolerated and may include, but is not limited to, foul language, shouting, threatening or intimidating behaviour, disobeying staff instructions, dress not in line with Club standards or health and safety requirements, spitting, engaging in dangerous activities, parking in disabled bays without a valid blue badge, causing a nuisance or annoyance, or any action that impedes the enjoyment of other members. Failure to comply with this policy may result in immediate ejection from the Club, suspension of membership, or permanent expulsion. Fees may be withheld only to cover reasonable administrative costs. Management will exercise reasonable discretion in enforcing these rules to ensure fairness and safety for all members. Photography is not allowed within the changing rooms or poolside area unless prior agreement with management.

12. Comments and Complaints

Comments or complaints should be directed to Club staff. Written complaints must be addressed to the Club General Manager, who will respond within a reasonable timeframe, usually within 14 days.

13. Customer Charter

The Club will work with members to address personal circumstances that may affect membership. Contact can be made via reception, email, or phone.

14. Rules Affecting Young Persons

Misuse of facilities by children may affect the parent or guardian's membership. Minors must comply with supervision, age, and programme rules as specified for Junior Memberships.