

Our Club Rules are mandatory for all Members, guests and visitors. Failure to comply with them will be addressed without delay and may ultimately result in cancellation of Membership in accordance with our Disciplinary Policy and Procedure which is available on our Website.

Our Club Rules do not form part of any contract, and we can amend them at any time.

These Club Rules adopt the definitions set out within our Terms & Conditions.

### **1. General health and safety**

1.1 To protect the safety of our staff, Members, and their guests, you must pay particular attention to all signs and notices relating to health and safety in the Club. If you do not understand a sign or notice, please ask a member of staff.

1.2 You warrant and represent that you are in good physical condition and that you know of no medical or other reason why you are not capable of engaging in active or passive exercise, and that such exercise would not be detrimental to your health, safety, comfort, or physical condition.

1.3 We request that any member who experiences an injury or accident on the club's premises to promptly inform a staff member. The staff member will notify a Duty Manager who is first aid qualified. The Duty Manager will evaluate the injury, provide necessary treatment, and complete an incident report. This process helps ensure the safety and well-being of all members and supports our ongoing Health and Safety assessments.

1.4 All members (excluding Social) must complete a Waiver Release form. Parents must complete a Waiver Release form on behalf of their children U16 years of age.

1.5 You should not use any of our Facilities while suffering from any infectious or contagious illness, disease or other ailment, or suffering from any physical ailment such as open cuts, abrasions, open sores or minor infections where there is a risk that such use may be detrimental to the health, safety, comfort, or physical condition of any other person.

1.6 Please ensure you tap your card on arrival to ensure we have an accurate record of your visits.

1.7 No animals (except for assistance dogs) are allowed in the Club House or grounds.

### **2. Appearance and behaviour**

2.1 While you are at the Club, we expect you to behave appropriately, respectfully and politely, and to dress appropriately at all times. We will not tolerate: profane or abusive language; vexatious behaviour or complaints (please see paragraph 4 of our Complaints Policy and Procedure for more information on what constitutes 'vexatious'); or inappropriate behaviour, abuse, or harassment of our staff or Members in accordance with our Disciplinary Policy and Procedure. We reserve the right, at our sole discretion, to refuse entry to the Club, or to ask you to leave if we think your behaviour or appearance is unsuitable.

2.2 The Club is situated in a residential area. Members and their guests are therefore expected to come and go from the Club Premises in an orderly and quiet manner, in particular late in the evening.

2.3 Whilst participating in sporting activities, only recognised sportswear appropriate to the chosen sport must be worn. Worn or sweaty sportswear is not to be worn in the Club's social areas, including clay court shoes after play.

2.4 Only food and drink purchased in the Club may be consumed on the Club Premises (subject to exceptions for medical reasons).

2.5 No mobile phone or other electronic device is to be used on the Club Premises in a way which causes a nuisance to any other person.

2.6 Smoking (including e-cigarettes) is not permitted anywhere on the Club Premises, except in the designated smoking area.

2.7 Sunbathing is not allowed on the Club Premises.

2.8 No person may sell or supply goods or equipment of any nature on the Club's Premises without our prior written consent.

### **3. Photography**

3.1 We reserve the right to use any individual or group photographs of Members and/or their guests taken by us on the Club's Premises for press or promotional purposes. If you do not wish to have your photograph taken, please contact us by email on [info@westhants.co.uk](mailto:info@westhants.co.uk).

3.2 Please refer to our Photography and Filming Policy for all children (anyone aged under 18) and adults at risk, which can be found with our safeguarding policies on the Club's Website.

3.3 All Personal Photography and filming is strictly prohibited on Club premises and grounds, by Members and visitors without prior written approval by the Safeguarding Officer.

#### **4. Parking**

4.1 Members and their guests must park in the designated Members' parking only. We cannot guarantee the availability of a parking space.

4.2 You park in our car park at your own risk. We do not accept liability for any loss of or damage to your car, or personal belongings in your car, whilst you are parked in our car park.

#### **5. Lockers.**

If you leave your belongings in a locker overnight, we reserve the right to remove them. You can claim any belongings we have removed from Reception for up to three weeks, after which time we will donate them to charity.

#### **6. Swimming pool, saunas, and steam room**

6.1 We may reserve the pool at certain times for adult-only swimming, classes, lessons, or children's activities. We will always try to let you know beforehand by posting details on the Club's noticeboard or Website.

6.2 For health and hygiene reasons, you must shower before entering the pool, saunas, or steam room.

6.3 You must at all times follow the pool, sauna, and steam room guidelines, and any instructions given to you by a staff member or Lifeguard on duty.

6.4 Children not yet toilet trained must wear an appropriate swim nappy.

#### **7. Gym**

7.1 Before you start using our gym or fitness equipment, we will ask you to read and sign a Waiver Release form. You will also be offered a complimentary supervised induction with one of our qualified fitness instructors.

7.2 You should tell us when you join about anything that is relevant to your physical condition. You should continue to keep this information up-to-date throughout your Membership. If you have any concerns about your physical condition, you must not partake in any form of physical activity without first getting medical advice.

7.3 You are responsible for monitoring your own condition during physical activity. If you suffer any unusual symptoms, you must immediately stop the activity and tell one of our qualified Fitness Instructors or other staff member.

#### **8. Guests**

8.1 Guests must be signed in by a member at Reception immediately upon entering the Club. The Member who signs the guest in must accompany their guest at all times. Accompanied guests may only enjoy the membership category of the signing Member. Members are responsible for their guests being aware of, and adhering to, our Club Rules. The Member's Membership could be suspended or cancelled if their guest's behaviour is unreasonable, or if the guest fails to adhere to our Club Rules.

8.2 All guests will be charged at the listed Tariff Charges.

8.3 Adult Members can bring a maximum of six adult and junior guests per calendar year, and a maximum of two guests on the same day. A guest may visit the Club a maximum of three times per calendar year.

8.4 Social guests may only use the Social Facilities. If a social guest is found to be using any Facilities other than the restaurant and bar, the Membership of the Member may be cancelled in accordance with our Disciplinary Policy and Procedure.

8.5 Members aged less than 18 years cannot purchase guest passes.

8.6 If a rackets player is playing in an official Club team match, no guest fee will be charged for their opponent.

8.7 Guests using the gym may only use the cardiovascular equipment.

8.8 All guests warrant and represent that they are in good physical condition and that they know of no medical or other reason why they are not capable of engaging in active or passive exercise, and that such exercise would not be detrimental to their health, safety, comfort, or physical condition.

## **9. Under 18's**

9.1 Parents and legal guardians are responsible for their child/ren's behaviour at all times during a visit to the Club. Children who abuse the Club and our Facilities may jeopardise their entire family's Membership. They must not put themselves or other people in danger, or prevent others from enjoying the Club or our Facilities. If your child is behaving unreasonably, we reserve the right to speak to you or your child about this. If your child continues to behave unreasonably, whether on one visit or a number of visits to the Club, we will try to resolve the issue by meeting with you. If we cannot resolve the issue during the meeting, we reserve the right to suspend or ban the child/ren from the Club.

### **9.2 U18 year olds**

9.2.1 All young people under 18 years of age must leave the Club by 8pm on Fridays.

9.2.2 All young people under 18 years of age are not permitted to undertake studio classes unless specific to their age.

9.2.3 All young people under the age of 18 years of age must not use the steam room or saunas.

9.2.4 Children using the outside play area must be supervised at all times.

### **9.3 8+ years**

9.3.1 Children aged 8 or over must use the men or women's changing rooms according to their sex.

9.3.2 Children aged 12 or under must be supervised at all times by a parent or legal guardian. However, this does not apply if they are at an activity organised by us which parents and legal guardians do not need to attend. Children under 12 must be collected immediately after an organised activity has finished.

9.3.3 Swimmers under the age of 12 must be accompanied and supervised in the pool by a parent or legal guardian in the water throughout the duration of the swim at all times (even when a Lifeguard is present).

### **9.4 12+ years**

9.4.1 Children aged 12 years and over can access the Club to play squash, tennis or racketball on their own with parents consent. Consent will be acknowledged by the parent booking the court on the child's behalf by phone or in person at reception.

9.4.2 Swimmers aged 12 and 13 must be accompanied and supervised in the pool or pool area by a parent or legal guardian (even when a Lifeguard is present).

### **9.5 14+ years**

9.5.1 Swimmers aged 14 and over can use the pool without a parent or legal guardian present during family swim times only with a parent present on the premises.

9.5.2 Young people aged 14 and 15 may only use the gym when accompanied by a parent or legal guardian who is either a Full or Fitness Member, or a Club Personal Trainer.

9.5.3 Young people aged 14 and 15 may use resistance machines or free weights when accompanied by a parent or legal guardian who is either a Full or Fitness Member, or a Club Personal Trainer if they follow a programme written by a member of our health and fitness staff.

### **9.6 16+ years**

9.6.1 Young people aged 16 and 17 may use the gym without a parent or legal guardian present.

9.6.2 Swimmers aged 16 and 17 may use the swimming pool without a parent or legal guardian present.

9.6.3 Young people aged 16 and 17 may book all courts by phone or in person at reception or via the Elite Live App.

**10. Members' advance bookings (i.e. bookings made more than 30 minutes prior to the start of a session)**

10.1 **No-Shows** - a 'no-show' record will be noted in the event of a court booking or studio class being unattended with no notice given. After a second 'no-show', a fee of £10 may be applied to your membership record and your advance booking rights suspended until the fee is paid. Further late cancellations may result in withdrawal of booking rights. In all cases you will receive an email notification.

10.2 Please ensure you tap your card on arrival to ensure we have an accurate record of your visits.

10.3 **Cancellations** – a late cancellation record will be noted for cancellations made with less than 24 hours notice. After a second late cancellation, a fee of £10 may be applied to your membership record and your advance booking rights suspended until the fee is paid. Further late cancellations may result in withdrawal of booking rights. In all cases you will receive an email notification. All no-show and cancellation fees will be donated to the club's approved nominated charity.

10.4 Refunds for courses, classes and social events will be given at our sole discretion and only if the space is reallocated.

**10.5 Reformer Pilates:**

10.5.1 Only Full, Fitness and Off-Peak Members may book the Reformer Studio class. Off-Peak Members may only book classes that take place during off-peak hours.

10.5.2 Details of classes are available via the Elite Live App, from Reception, and on our website.

10.5.3 Classes are available to book online seven days in advance.

10.5.4 Online bookings open at 8am daily.

10.5.5 Payment is required at time of booking.

10.5.6 There will be no refunds for cancellations made with less than 24 hours notice.

**10.6 Studio classes:**

10.6.1 Only Full, Fitness and Off-Peak Members may book studio classes. Off-Peak Members may only book classes that take place during off-peak hours.

10.6.2 Please ensure you arrive on time for your class. If you are late, your spot will be given to someone on the waiting list.

10.6.3 Details of classes are available via the Elite Live App, from Reception, and on our Website.

10.6.4 Classes are available to book online seven days in advance. Online bookings open at 8am daily.

10.6.5 Full, Fitness and Off-Peak Members are permitted to advance book two classes per day. Additional classes may be booked on the day.

**10.7 Padel Court bookings:**

10.7.1 Full Members are limited to a maximum of four hours of padel play per week. This includes member bookings, individual lessons and all Club arranged coach-led/club night sessions.

10.7.2 Courts 1 and 2 are designated for adults only.

10.7.3 Court 3 is designated for Full adult, family, and junior use.

10.7.4 All juniors U16 yrs must have a parent courtside and supervised at all times. The court must be booked by the parent, by phone or in person at reception or via the Elite Live App.

10.7.5 Please refer to section 10.8 for additional court booking rules.

**10.8 Court bookings:**

10.8.1 We may reserve the tennis, squash or padel courts for coaching, tournaments, matches, or exhibitions.

10.8.2 Only Full Members may advance book tennis, squash, or padel courts.

10.8.3 Details of playing session and court availability are available via the Elite Live App, from Reception, and on our Website.

10.8.4 Members may only use courts declared fit for play.

10.8.5 Courts are available to book online 7 days in advance. Online bookings open at 7am daily.

10.8.6 Coach led pay and play sessions are open at 8am daily.

10.8.7 Full individual Members, aged 12 and over and those on the RPDC and Academy programme, are permitted to advance book one indoor court per day, (for a maximum of five hours per week). For Members aged 12-15, parents and legal guardians must ensure adherence to these booking procedures. Please refer to rule 9.4.1 for how to book and parental consent.



10.8.8 Young people aged 16 and 17 may advance book one indoor court per day (for a maximum of five hours per week), by phone or in person at reception or via the Elite Live app.

10.8.9 Full individual Members are permitted to play a maximum of five hours/sessions each of indoor tennis, squash/racketball per week, inclusive of member bookings, individual lessons and all Club arranged coach-led/club night sessions.

10.8.10 When playing on an advanced booked court, play is limited to a daily maximum of two hours (indoor or outdoor) per racket sport. These two hours must not be consecutive nor in the same name. Exceptions to this are:

10.8.10.1 West Hants Tournament matches (e.g. Club championships and Club handicap). Court restrictions may apply in these circumstances.

10.8.11 Outdoor tennis bookings are not part of the weekly maximum hours.

10.8.12 Any member found exceeding their daily/weekly usage allowances or breaking booking rules twice may be charged a fee of £10 and have their booking rights suspended until the fee is paid. Further infringements may result in withdrawal of booking rights. In all cases you will receive an email notification.

10.8.13 Members may only book courts in their name or for a Member of their household who has a Full Membership.

10.8.14 If play has not begun between at least two people within 15 minutes of the commencement time on a booked court, with or without being marked as 'arrived' at Reception, the court shall be deemed 'vacant' and may be used by other Members or Club Coaches.

10.8.15 Only approved Club Coaches are permitted to coach on Club courts.

10.8.16 Any payable Club session cancelled with less than 24 hours' notice will be subject to full payment.

10.8.17 Privately owned ball machines and hoppers are permitted provided they do not disrupt the enjoyment or safety of players on adjacent courts.

10.8.18 Courts should be left clean and tidy at the end of every playing session with the clay courts being swept and brushed.

10.8.19 Court times, Club sessions, and availability for matches will be decided at the Club's sole discretion.

10.8.20 The Club's decision is final in all matters arising out of availability, playability (e.g. adverse weather), allocation, and booking of courts.

## **11. Member Committees**

The Club may have various user groups to represent the members' interests and to have consultation meetings with the Manager from time to time.