

Terms of membership

Hearts Health Club shall be operated as a propriety club owned by Community Leisure Service Partnership, and located at the Peel House, Upper South View, Farnham, Surrey GU9 7JN. The club will be administered by 3DLeisure, or by another nominated person. The owner shall solely determine the facilities of the club; any amendment or replacement shall be at the owner's discretion.

It is the aim of Hearts Health club to provide a pleasurable part of your leisure time. To that end we have put together, some simple "terms of membership" which we hope will ensure all members are able to enjoy the club safely and without being inconvenienced.

We welcome all members' comments and suggestions.

Access

- Members must present their membership card each time they visit the club. The club reserves the right to refuse entry without presentation of these items. If a member loses their membership card, they must purchase another one at reception.
- Entry will be refused to anybody under the influence of drugs or alcohol.
- Appropriate clothing and footwear must be worn in the club. In the gymnasium, studio and spa pool areas outdoor shoes must not be worn. Swimming costumes must be worn in the, spa bath, sauna and steam room and changing room areas. Swimsuits may not be worn in the public areas of the Club.
- No animals are permitted in the club, other than guide dogs.
- The club will open from 6.00am – 9.00pm Monday – Thursday, 6.00am - 8.00pm Friday & 7.30am–5pm Saturdays and Sundays. Last entry is 30 Minutes before closing and we will turn gym equipment off 5 minutes prior to closing to ensure members are out of the building upon close time. These hours may vary on Bank Holidays and over Christmas, New Year, and Easter.
- The club reserves the right to close facilities without prior notice should the need arise. Whenever possible advanced warning will be given. Spa facilities will be closed 60mins prior to close. The sauna and steam room will open from 9am Mon-Sun.
- The club reserves the right to refuse admission to any guest.

Health & Safety

- Please shower before using the spa pool, sauna and steam room.
- Prior to using the solarium, we advise first time users to read the HSE health & safety poster displayed in the solarium room and complete our Tanning registration form. Suitable eye protection must be worn at all times when the solarium is in operation.
- Prior to using the gymnasium, a Personal Health Statement must be read and signed.
- In the sauna or steam room, reading, shaving, or the drying of clothing and towels is not permitted.
- Running/ jumping/ diving or any other activity that may cause harm to other spa users is not permitted in or around the spa area.
- Hair dying is not permitted in any area of the building.
- Members must accept responsibility for their guests and ensure that they abide by the terms of membership. Members must be with their guests at all times.
- Food and drink are not permitted in spa area or in the changing rooms.
- Glass (including face masks made from glass) and crockery is not permitted anywhere in the club other than the reception/lounge area.
- Smoking/vaping is not permitted anywhere in the

club.

- Please ensure that you have read the 'spa pool, Sauna, steam room user guides' signage before using the spa facilities.
- Members must enter changing

Children

- Children under the age of 13 may not use the club.
- Children under the age of 18 are not permitted to use the solarium.
- Children under the age of 16 are not permitted to use changing room 3, including the Sauna, Spa or Steam Room.
- Children under the age of 14 must be supervised at all times whilst on the premises.
- Children under 16 are not permitted to use the resistance weights or attend a weight bearing class.

Administration

- The club management reserves the right to reject any application for membership without giving a reason.
- The club fees and tariffs shall be determined by the club and may be altered at any time. Members will be notified in advance of any changes.
- The club reserves the right to terminate the membership of any member without notice in the event of a member committing a serious breach of the club's terms of membership.
- On cancellation or termination of membership, no refund will be made.
- All members who wish to cancel their membership must do via email prior to 18th of the month to ensure membership ends that month. If we receive an email to cancel after 18th then the following months payment will be taken. We are unable to cancel any membership if you have outstanding arrears.
- If a direct debit payment is rejected, an administration fee will be charged onto the account. If a direct debit is rejected for a second month, the membership will be cancelled and arrears/joining fee will be required to set up a new membership.

Other Terms

- Lockers should only be used for storage of personal belongings. Locker keys are not to be taken out of the building.
- Property is stored at the owner's risk and the club will accept no liability for loss or damage.
- Lockers will be cleared every 24 hours and all items removed.
- The club reserves the right to dispose of any items not claimed within 4 weeks.
- The club reserves the right to amend these terms at its absolute discretion. Notification of changes will be displayed on the notice board.

Membership

- All members will pay a subscription beginning when the member is accepted for membership and shall be payable either annually in advance or by monthly payments in which case it will be debited from the member's bank account by monthly direct debit
- We no longer offer suspension of memberships under any circumstances.
- We reserve the right to change memberships/ prices by giving prior notice via email or letter.
- The club reserves the right to terminate membership without giving reason. (Refunds may be available subject to circumstances of membership termination).
- We can only discuss member accounts with the actual member due to data protection.
- Membership cards are only for use by the member and are not transferable under any circumstances.

Data Protection Act

- We take the privacy of our members seriously. This statement explains the ways in which we use your personal information. If you have any queries with regard to our processing please contact us on 01252732220
- We collect personal information from you through the membership form and your use of our facilities. The information we collect may relate to your physical health or condition.
- We use your personal information for the purpose of providing and personalising our membership services and providing you with information about products and services offered by us or our business partners and third parties.

I confirm that I have read the above terms and conditions and agree to abide by them:

Print Name:

Signature:

Date: