

Code of Conduct

This code of conduct forms the rules of the complex and failure to comply with the code of conduct by any member of your party will result in a breach of the Membership Agreement. Any person in breach of the code of conduct will be asked to leave. In such circumstances no refunds or compensation will be given. The code of conduct has been established in order that all our members get maximum enjoyment from their membership of the Leisure Club.

YOU MUST KEEP TO THE CODE OF CONDUCT. IF YOU DO NOT UNDERSTAND ANY OF THESE POINTS PLEASE SPEAK TO THE LEISURE MANAGER.

1. Code of Conduct

The code of conduct is part of your membership agreement with us.

2. Behavior

- a) You should read all signs, notices and rules and ensure that you and your children keep to the rules whilst using the club.
- b) You should conduct yourself in a quiet and well-mannered fashion when in or about the club, and in a manner that will not disturb or impair the use and enjoyment of any other person. In particular you may not use foul, loud, or abusive language, nor will you behave in a threatening manner, nor will you molest, or harass, other members, guests, visitors, or members of staff. You may not bring, use, or be under the influence of illegal drugs in any part of the Club. You may not bring any intoxicating liquor into the Club or be drunk in the Club.
- c) We may terminate your Whitemead Leisure Club membership and may refuse you entry into the Club, or eject you from the Club, if you commit a serious or repeated breach of these Rules, your Membership contract, or if you engage in any other serious misconduct.
- d) Members of the Club, their guests, visitors, and members of staff should at all times display mutual respect for each other.
- e) Complaints should be communicated privately to a member of the Leisure Club staff, or in writing through the suggestion/comment's forms, or by post to the Club's Leisure Manager.
- f) You must be dressed in suitable attire at all times when on Club premises, and appropriate exercise clothing is required whilst exercising in the Club. Guidance as to suitable attire may be obtained from the Club Leisure Manager who may, at his discretion, require you to leave a Club premises or part of the Club premises, if your attire is not considered suitable.
- g) Members are respectfully requested to store coats and rucksacks in the lockers provided and not leave any belongings in cubicles.
- h) For safety and hygiene reasons we do not allow crockery and glass in the changing rooms, on the poolside or in the gym.
- i) We do not allow pets in the club's main building except guide dogs. No dogs – including guide dogs – are allowed in the pool area.
- j) Smoking is not permitted inside any buildings on the complex. There is a designated smoking area at the rear of the swimming pool.

3. Physical activity

- a) New members are required to make an appointment with a member of our leisure staff for an introduction before using the gym for the first time. Members who have used a gym before can use the equipment without a prior appointment. All members use the gym at their own risk.
- b) You are responsible for monitoring your own physical condition. If you suffer any unusual symptoms you must stop the activity and tell a member of the reception team. Our staff, other representatives and contractors are not medically trained and so are not qualified to assess whether you are in good physical condition and/or that you can engage in exercise without detriment to your health, safety, comfort or physical condition.
- c) You warrant and represent that both on the date of your application and throughout the continuance of your membership, that you are in good health and know of no medical or other reason why you are not capable of engaging in any exercise of your choice and that such exercise will not be detrimental to your health, safety, comfort or physical condition.
- d) We strongly recommend that you take expert medical advice before undertaking any exercise if you are in any doubt about your ability to engage in exercise.
- e) A Health Declaration Questionnaire must be completed and will form part of the Application Form. The questionnaire must be updated on a yearly basis, at the minimum.
- f) You will not use any of our facilities whilst suffering from any infection or contagious illness, disease or other ailment (including but not limited to open cuts, abrasions, sores) where there is a risk however small, that such may be detrimental to the health, safety, comfort or physical condition of the other Members or guests or our employees, agents or sub-contractors.

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– LEISURE CLUB –

4. Swimming Pool

- a) We can reserve the pool at certain times for adults only, swimming lessons or onsite activities. Details will be publicised on the club's notice board.
- b) You and your children use the pool at your own risk. Lifeguards are in attendance at the pool for safety reasons. Please note they are not responsible for the supervision of children, who remain the responsibility of their parent or guardian at all times.
- c) Showers and toilet facilities are provided in the changing rooms. For health and hygiene reasons we request that you and your children make use of these before entering the pool.
- d) Radios, flippers, snorkels or any other equipment likely to affect other users' enjoyment of the pool are not permitted.
- e) Floats, rubber rings and balls may be used during the children's splash time session.
- f) No diving or bombing is allowed.

5 Lost Property

- a) Lockers are provided for your belongings. Any property is stored at your own risk.
- b) If you find any lost property please hand it in to the club's reception. Items that have been lost can be collected from the guest services. Lost items are held for 2 weeks and then disposed of or given to charity.

6 Parking

- a) You must only park in the designated area located by the booking office and at the front of the swimming pool. All other spaces are reserved for guests staying at the site. Health club members found to be parked anywhere other than in a designated area will be asked to remove the vehicle.

7 Photography

- a) No cameras, mobile phones or video cameras can be used in the pool area unless prior permission is given by the lifeguard on duty. You will be asked to fill a permission form which will allow you to take photos.