



hampton pool  
**POOLSIDE FITNESS**

# Terms & Conditions

[www.hamptonpool.co.uk](http://www.hamptonpool.co.uk)

High Street, Hampton, TW12 2ST ☎ 020 8255 1116

**Please read the following carefully and sign the declaration below. If you are under 18 a parent or guardian must also sign. If you are unable to sign for any other reason, a nominated responsible person may do so on your behalf.**

1. These terms and conditions cover Health and Wellbeing membership of Hampton Pool.
2. By being a member of Hampton Pool Health and Wellbeing, you will accept and agree to be bound by these terms and conditions. Hampton Pool reserves the right to alter the rules, fees and membership prices and available facilities at any time and for any reason. Any changes will be published on the Hampton Pool website and at the centre.
3. Terms & Conditions of Membership are for age 16 and over. A parent or guardian's signature will be required if an applicant is between 16-18 years of age.
4. A membership card is issued on joining. Members are required to produce their membership card upon each visit. Hampton Pool retains the right to prevent access to anyone not able to present a membership card. Membership cards shall remain the property of Hampton Pool at all times and must be returned to reception upon termination of membership.
5. Loss of membership cards must be reported immediately. A replacement card will be issued as quickly as possible on payment of a £5 fee.
6. Your membership is personal to you and you cannot transfer it to another person and it is not refundable. Hampton Pool reserves the right to refuse applications and renewal of membership and terminate any membership. In the case of membership being terminated, it shall be at the sole discretion of Hampton Pool as to whether any of the membership fees are refundable.
7. The gym is for the use of Hampton Pool Poolside Fitness members only, therefore guests are not allowed.
8. Monthly memberships run for a full calendar month and must be paid for the full month; there should not be a break in payment.
9. Cancellation of membership paid by monthly direct debit must be submitted in writing by the member both to their Bank and the Membership Department no later than the 4th of the month. For example, if you cancel your membership (by submitting this in writing) on the 4th May your membership will terminate on the 31st May. If you cancel your membership on the 5th May your membership will terminate on the 30th June.
10. If, for any reason, a direct debit payment fails to credit our account, membership will be suspended until payment resumes or another payment method is used.
11. You may cancel your membership for any reason within 14 days of joining. This is called the cooling-off period. If you choose to cancel within these 14 days, you will receive a full refund of any fees paid. If you want to cancel your membership within the cooling-off period, this needs to be submitted in writing to the Membership Department.
12. Membership can be frozen once a year from 2 to 6 months free of charge. A cancellation/freeze form can be obtained from reception.
13. If you hold a Couples membership (Join with a friend or colleague and pay by one direct debit) and your friend or colleague cancels their membership and they are the direct debit payer, another friend or colleague will need to be allocated to continue the Couples membership and a new direct debit form will need to be completed.
14. The time at which any or all of the facilities shall be available is at the entire discretion of Hampton Pool management. Any or all of the facilities may be closed for essential maintenance work, special functions or for any reasons which management may deem necessary. Hampton Pool will at times endeavour to give reasonable notice of the above.
15. Hampton Pool accepts no liability for any illness or injury resulting from or caused by members' use of the facilities, however it may have been caused. Hampton Pool accepts no liability for any illness or injury from over exertion, aggravation of or precipitation of any medical condition caused by use of Hampton Pool's facilities. All persons use the facilities on the express understanding that it shall be at their own risk and members are strongly advised to seek medical advice before they begin any exercise at Hampton Pool.
16. Members should not use the facilities whilst under the influence of alcohol or tranquillisers. Those with diabetes, heart disease, high/low blood pressure or any other medical condition which might be affected by using the facilities or programmes should seek guidance from their G.P. as to the advisability of them using the facilities.
17. For health and safety reasons, use of Hampton Pool gym facilities is only permitted after completion of an initial gym induction.
18. For reasons of health and safety, members must adhere strictly to the following:
  - All free weights are to be returned to their racks after use.
  - All other equipment is to be returned tidily to the appropriate stowage in the gym and studio.
  - Cups and mugs are not allowed in the gym or studio.
  - Members should bring a small towel to wipe down machinery after use.
  - Tracksuits or shorts and t-shirts must be worn at all times.
  - Suitable footwear should be worn at all times, unless otherwise informed by an instructor (yoga, e.t.c.).

- Members not taking part in circuits are to leave the gym promptly at the designated start time.
  - Offensive language or behaviour will not be tolerated.
  - Clashing weights, excessive noises and mistreatment of equipment will not be tolerated.
  - Chewing gum and mobile phones are not permitted in the gym
19. No responsibility will be accepted by Hampton Pool for the loss or damage to property or valuables belonging to any member, even those which may be left in the lockers provided.
20. Hampton Pool Poolside Fitness management reserve the right to exclude any member they deem not to be adhering to any of the above or who by their actions poses a health and safety risk to others.
21. Members must at all times comply with any direction which the staff may give to aid the safe and smooth operation of the fitness facilities and the convenience of all members generally.
22. Members are entitled to 15% discount in the Sun Deck Café, for which they are required to produce their membership card.
23. Hampton Pool fully endorse and adhere to the principles of data protection, as set out in the Data Protection Act 1998. All information will be treated as confidential and will be held securely for analysis and retrieval purposes in recognition of its confidential nature. We do not sell Information about our members to others. It may be accessed by our authorised Health and Wellbeing staff as well as third party service providers performing work on our behalf, but they may not use it for other purposes. Unless we are legally required to do so, it will not be disclosed by any third parties without your consent. We may write to you to keep you updated on future events and promotions.
24. Hampton Pool aims to provide the highest standards of service to all who use our services. We accept that, from time to time, things go wrong and complaints need to be made. A copy of our complaints policy can be found on our website or can be requested from reception at any of our sites.

## Declaration

I have read and understood the terms and conditions of Hampton Pool Poolside Fitness and agree to abide by them. I understand that my membership can be revoked at any time should I fail to comply with these terms and conditions. I have declared myself medically able to use the gym and take part in classes and understand that I do so at my own risk. This does not affect my rights as a consumer for any accident caused by negligence of Hampton Pool Poolside Fitness.

Signature		Date	
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The person making this application is under 18 or unable to sign themselves. Therefore I confirm that I will be taking responsibility for this person's declaration.

Name		Relationship	
Signature		Date	

## How did you hear about us?

Existing pool user	<input type="checkbox"/>	Recommendation	<input type="checkbox"/>	Website	<input type="checkbox"/>
Posters	<input type="checkbox"/>	Previous visitor	<input type="checkbox"/>	Local radio	<input type="checkbox"/>
Roadside banner	<input type="checkbox"/>	Telephone directory	<input type="checkbox"/>	Local newspaper	<input type="checkbox"/>
Leaflet	<input type="checkbox"/>	Driving/walking past	<input type="checkbox"/>	which one?	<input type="text"/>