

Member and Customer ‘Code of Conduct’

The Centre is a dual-use facility and as such members will at times share the facilities with pupils, other schools and external groups.

Please note the following user conditions:

- 1 On arrival report to reception to register for your chosen activity producing a valid membership card.
- 2 The centres opening times and timetables are available within the centre and online. Timetables are updated periodically.
- 3 Members are requested to complete their activities and change in time to vacate the premises prior to the closing times (15-minute grace period). Last admission will be 30 minutes before the centre closes.
- 4 Free Parking is available within the sports centre car park. No responsibility is accepted for parked vehicles. Please ensure you enter and exit the car park in an appropriate manner keeping noise to a minimum.
- 5 Always wear suitable clothing for the chosen activity.
- 6 Please arrive in plenty of time for booked sessions, if you are more than 5 minutes late for a booking you will be unable to participate
- 7 In the interest of Safety, no food or drink (except in suitable drink containers) may be taken into halls, courts, shower & changing areas.
- 8 Please do not bring any valuables into the Centre, we cannot be held responsible for any items left within the Centre.
- 9 Whenever possible utilise the lockers and do not leave loose clothing etc within the changing facilities.
- 10 Bookings can be made up to seven days in advance for classes and courts, this can be done by via reception and our online booking system
- 11 Fitness inductions should be made directly with reception.
- 12 You should always ensure that you are physically fit enough to undertake exercise, if in doubt, seek advice from your GP.
- 13 Please shower before using the swimming pool, this helps remove grease and dirt, for example, hair products, make up and chemicals in deodorants.
- 14 Do not swim if you have eaten a big meal or had an alcoholic drink less than two hours prior to swimming. If you have had a sickness bug or diarrhoea, you must not swim for at least 48 hours.
- 15 Young children who are not yet toilet trained, should wear swim nappies which can be purchased from reception if required.
- 16 Rules and regulations of use are posted around the building. You must familiarise yourself with them and observe them at all times.
- 17 You are required to respond to the instructions of the Centre staff and accept their direction immediately and without question.
- 18 A NO Smoking and Alcohol policy is in practice within the centre.
- 19 When accompanying children under 8 you must supervise them at all times. (See pool regulations for water-based activities.)
- 20 Please report any faulty or damaged equipment to the reception staff.
- 21 Threatening or abusive behaviour towards staff or fellow customers is not acceptable and may result in the suspension of membership.
- 22 Promoting or undertaking commercial activity on the premises is not acceptable unless agreed in writing with the Centre manager.

Thank you for taking the time to read these conditions, please contact reception if you are unsure of any points.

Any member found contravening their rights within the centre may have their card withdrawn and membership suspended.