

	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

All Rugby School Sports Centre customers (“Customers”), guests, must comply with these rules. These rules are incorporated into a Member’s Contract with us, and compliance with these rules is important both to maintain the standards in our Sports Centre and to enable Members to get full enjoyment from their membership.

Any person who does not comply with these rules may be ejected from, or denied access to the Centre, or may have their membership terminated by Rugby School Sports Centre if the non-compliance is serious.

We reserve the right to make reasonable amendments to these Rules, at any time. If we do this, we will give customers reasonable advance notice by writing to our customers.

Words and phrases in these Rules have the same meanings as given in our Membership Terms & Conditions, unless specified otherwise.

MEMBERSHIP

1. Acceptance of an application for membership at Rugby School Sports Centre is at our absolute discretion (although we will exercise our discretion reasonably, and in compliance with applicable laws).
2. Membership entitles members to use the facilities available. We offer different types of Memberships and facilities at Rugby School Sports Centre, and the types of memberships and facilities offered by us may change from time to time.
3. You should contact Rugby School Sports Centre if you would like further details of different types of memberships that are available. Each category of membership has different restrictions, conditions, and benefits.

MEMBERSHIP CARD

4. A Membership Card will be issued to each member/customer when they join.
5. There is a fee of £1.50 for replacement of lost, stolen, or damaged cards.
6. Each customer must have his/her card swiped for security and verification on each visit to the Sports Centre before proceeding to use the facilities. Any customer attending the Sports Centre without a valid Membership Card may be asked for proof of identification.
7. Pupils must sign in and out at reception or the Fitness Suite on each visit.

	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

8. A customer must not lend his/her Membership Card to anyone else as membership is personal and covers only the Member's use of the Sports Centre.

8. On termination of membership, for any reason, the customer is required to surrender his Membership Card to Rugby School Sports Centre.

9. Where Rugby School Sports Centre terminates a customer's membership, this will make the customer ineligible for membership at the Sports Centre. For this purpose, Rugby School Sports Centre management will communicate such member's personal data, and reason for termination, to relevant staff.

GUESTS AND VISITORS

10. Customers (over the age of 18) may bring guests to the Sports Centre upon payment of: (a) the guest fee, as set out in the price list current at the time of the guest's visit charged by the Sports Centre; and (b) completion of a Pre Activity Questionnaire dependant on the activity.

11. Customers must accompany their guest at all times, and the customer who brings the guest remains responsible for their guest's conduct whilst they are in the Sports Centre. The customer may not leave the Sports Centre prior to their guest's departure.

12. Certain former customers, persons who have applied for memberships but have been rejected, and former Members of staff, may be ineligible to be a Member, or guest, of the Sports Centre. If in doubt, the Customer should check with Rugby School Sports Centre management for advice.

13. A Customer who has "frozen" his/her Membership will not be allowed access to the Sports Centre (including as a guest).

14. Customers must ensure their guests pay the appropriate guest fee, or surrender a valid guest pass (if applicable) before accompanying them into the Sports Centre.

15. Customers must ensure that their guests comply with these Rules.

GENERAL

17. Opening times for Rugby School Sports Centre will be prominently displayed at the Sports Centre.

	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

18. Pool will close 15 minutes before the advertised closing time to allow Customers time to change. All other facilities (including the Fitness Suite) will remain open until the advertised closing time.

19. You may not bring pets (other than guide dogs) onto the Sports Centre premises.

PHOTOGRAPHY

20. The use of photographic and recording equipment, including mobile telephones, is forbidden in the following areas of Rugby School Sports Centre; poolside, changing rooms and toilets. Should you wish to take photos you obtain authorisation in advance from the management in line with the Rugby School Images policy. A copy of this policy can be provided upon request.

21. For press or promotional purposes we will request your permission to use any individual or group photographs or movie shots of you. In this case you will be asked to sign our use of image rights form (a "Rugby School photography reproduction authorisation form") to consent to this usage.

FITNESS SUITE USE

22. You must complete a Pre-Activity Questionnaire before using any fitness facilities.

23. You should seek instruction before using unfamiliar equipment.

24. Appropriate clean exercise clothing and shoes must be worn whilst exercising.

25. Gym equipment must not be used for longer than 20 minutes during busy periods.

26. You are asked to wipe down fitness equipment after use.

27. You are asked to arrive at the fitness suite five (5) minutes prior to any personal training or induction appointments. We reserve the right to refuse to re-book an appointment for you if you repeatedly cancel (with less than 24 hours' notice) or fail to keep an appointment for services and/or exercise programmes.

28. You may not use the fitness centre while under the influence of alcohol, anticoagulants, beta-blockers, narcotics, tranquilizers or any medication or other substance which may affect your ability to exercise safely.

GROUP EXERCISE CLASSES

 Rugby School Sports Centre	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

29. You must pre-book classes to ensure your participation in them.

30. Class timetables and instructors are subject to change from time to time without notice.

31. In order to avoid disturbing classes, you are requested to arrive in good time. Entrance to classes will be barred to anyone arriving more than five (5) minutes late.

32. Where, in the opinion of an instructor, a class is overcrowded, the instructor may restrict the number of attendees in the class.

33. An instructor may, at any time, ask you to leave a class if you are jeopardising the safety or enjoyment of others.

34. We reserve the right to limit your participation to only one exercise class per day.

BEHAVIOUR & DRESS

35. You should conduct yourself in a quiet and well-mannered fashion when in or about the Sports Centre, and in a manner that will not disturb or impair the use and enjoyment of the facilities by 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 Customers, guests, visitors, or Members of staff. You may not bring, use, or be under the influence of illegal drugs in any part of the Sports Centre. You may not bring any intoxicating liquor into the Sports Centre or be drunk in the Sports Centre.

36. We may terminate your Rugby School Sports Membership (if applicable) and may refuse you entry into the Sports Centre, or eject you from the Sports Centre, if you commit a serious or repeated breach of these Rules, your Membership contract (if applicable), or if you engage in any other serious misconduct.

37. Customers, their guests, visitors, and members of staff should at all times display mutual respect for each other.

38. Complaints should be communicated privately to a member of the Rugby Schools Sports Centre management, or in writing through the suggestion/comments boxes provided in the Sports Centre, or by post to the Sports Centre Manager.

39. Smoking is prohibited in any area of the Sports Centre including the use of e-cigarettes or similar devices.

	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

40. You must be dressed in suitable attire at all times when on Sports Centre premises, and appropriate exercise clothing is required whilst exercising in the Sports Centre. Guidance as to suitable attire may be obtained from the Sports Centre Manager who may, at his/her discretion, require you to leave the Sports Centre premises or part of the Sports Centre premises, if your attire is not considered suitable.

41. Only one individual is permitted in a shower cubicle at any one time (with the exception of a parent or guardian who may take his/her own child aged up to 8 years into a shower cubicle with him/her).

42. Customers are respectfully requested to store coats and bags in the lockers provided within the changing rooms.

LOCKERS

43. Lockers are made available subject to availability. Rugby School Sports Centre does not undertake that use of a locker will guarantee that no theft of or damage to your property will occur. We will not accept any liability in relation to locker thefts unless they result from our negligence. You should check that your household contents or other insurance policy protects you against any risk of theft.

44. Lockers may only be used for the purposes of keeping gym kit, toiletries, and the clothing that you were wearing when you came to the Sports Centre. The keeping of any other items in a locker is prohibited. If Rugby School Sports Centre has reasonable grounds to suspect that a locker is being used in breach of this Rule, Rugby School Sports Centre reserves the right to open the locker in question (by force if necessary) and remove any offending items.

45. With the exception of any designated private lockers, lockers are available for use only while you are on the Sports Centre premises. Use of a locker (other than any designated private lockers) while not on Sports Centre premises is prohibited. If you leave your belongings overnight in a locker (other than in any designated private locker), Rugby School Sports Centre reserves the right to open the locker (by force if necessary) and remove your belongings.

46. Your belongings, so removed, will be available for collection from the Reception for a period of one (1) month. If you do not collect your belongings within one (1) month, your belongings may be donated to charity.

47. Where available lockers and locker keys remain the property of Rugby School Sports Centre and locker keys must not be taken from the Sports Centre premises at any time.

 Rugby School Sports Centre	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

CAR PARKING

48. Our car park may only be used by Customers, guests, and visitors while they are on Sports Centre premises. You may not leave your car in our car park at any other time (for example, you may not leave it there following a visit while you go shopping elsewhere).

49. No unauthorised parking is permitted on Rugby School premises. Where car parking spaces are designated for use by Customers, cars must be parked properly in such spaces or they will be clamped and a fee may be charged (where applicable) for removal of the clamp.

SWIMMING POOL

50. For reasons of health, safety and hygiene you must:

- (a) obey the instructions of our lifeguards;
- (b) always shower before entering the swimming pool;
- (c) not consume, store, or bring into the changing rooms or swimming pool area, any food or drink or any kind of glass container;
- (d) not attempt to dry clothes or towels on the radiators

51. Rugby School Sports Centre management reserves the right to limit you to 20 minutes in the swimming pool if it is busy, by which time you will be notified by the Duty Officers & Lifeguards on duty.

52. You must:

- (a) wear long hair tied up, or in a swimming cap whilst in the swimming pool;
- (b) not run on poolside or bomb into the swimming pool, diving is permitted according to signage;
- (c) comply with any swimming direction posted in the swimming pool area;
- (d) wear conventional swimming costumes only.

53. No balls, floats, or inflatables are permitted in the swimming pool area other than those provided by Rugby School Sports Centre. Buoyancy aids are permitted.

54. The swimming pool areas may from time to time be reserved for adults only, swimmers only, or swimming lessons. Prior notice will be displayed on Sports Centre notice boards.

55. You may not use the swimming pool while under the influence of alcohol, anticoagulants, beta-blockers, narcotics, or tranquillisers. If you have high or low blood pressure, heart disease, cardiac irregularities, asthma and/or diabetes, or if you are pregnant you should consult your doctor prior to using Rugby School Sports Centre facilities.

 Rugby School Sports Centre	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

56. You should use the swimming pool in moderation and under medical advice.

HEALTH & SAFETY

57. You must use the main entrance to the Sports Centre when entering or leaving.

58. Fire exits, which are clearly marked, are there in the interests of safety and you must not interfere with fire doors for any reason.

59. You must read the health & safety notices posted outside any equipment or facility room in the Sports Centre and comply with their recommendations.

60. You must comply with any reasonable requests made by the members of staff in relation to matters of health and safety.

CHILDREN

GENERAL

61. Child Memberships. Child Members, under the age of 12, must be under direct adult supervision at all times, unless involved in organised children's activities.

62. Child Members may only be brought into the Sports Centre if accompanied by their Parent, legal guardian, or any other person who has been made aware to us.

63. Child Members, under the age of 8, may change in either sex changing room, under supervision, and in designated areas only. Child Members aged 8-15 years must change in designated areas, under supervision, in the changing room of their own sex.

64. There may be times where adults need to supervise younger adults who are disabled, visually impaired or any other reason where they may require full support when using the facilities.

SWIMMING POOL AREA

65. Where children are allowed to use the swimming pool the following rules apply:

(a) Children may only use the swimming pool between the times posted within the Sports Centre, and these may vary on occasion. Please ask reception for details.

(b) Where children are under the age of eight years of age we operate strict adult-to-child ratios. Please ask reception for details.

(c) Adults are responsible for the active and constant supervision of their children while

 Rugby School Sports Centre	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

they're in or around any depth of pool water.

FITNESS SUITE & CLASSES

66. Children aged under 16 are not permitted to participate in any group exercise classes.

RACQUETS

BOOKINGS & ARRIVALS

67. Court bookings

- (a) All courts need to be booked before you play to secure them.
- (b) We accept a maximum of one booking per member per phone call. Members are unable to book more than one court at the same time.
- (c) Outdoor courts can be booked up to 7 days in advance for members and 3 days for non-members.
- (d) We (Rugby School Sports Centre) can reserve courts for tournaments, events and promotional activities at any time. We will try to give advance notice of this, but may not always be able to.

68. Arrival for courts

- (a) On arrival, swipe in at Reception and we'll give you your court number.
- (b) If you don't swipe in, there may be a no-show charge (see Sports Centre price list).
- (c) You have 15 minutes from the start of your booked slot to claim your court, after which time the court will be made available to others.
- (d) If all courts are booked but you spot an empty one, you can claim it by speaking to Reception 15 minutes after the beginning of its unclaimed booking.

CANCELLATIONS

69. Classes

- (a) If you cancel more than 24 hours beforehand, there will be no charge
- (b) If you cancel less than 24 hours beforehand, the full session fee will be charged – unless your space is filled by another member.
- (c) If you simply don't turn up, on 3 occasions you will be requested to pay upfront for your bookings.

70. Courts

- (a) If you cancel more than 24 hours beforehand, there will be no charge.
- (b) If you cancel less than 24 hours beforehand, there will be a charge or;
- (c) If you simply don't turn up on 3 occasions you will be requested to pay upfront for your

 Rugby School Sports Centre	Sports Centre	Ref. No: MP02 Issue: 02
	Sports Centre Rules	
	Owner: Aimi Knight	Date: July 2019

bookings.

(d) If you persistently fail to turn up, your booking rights may be suspended.

71. Lessons

(a) If you cancel more than 48 hours beforehand, there will be no charge.

(b) If you cancel less than 48 hours beforehand, the full lesson price will be charged.

DRESS CODE & ETIQUETTE

72. Dress

(a) We don't operate an all-white clothing policy, but only recognised racquets attire should be worn - so no football shirts, Bermuda shorts, Lycra, swimwear or denim please.

(b) Only non-marking or white soled shoes can be worn on our indoor courts.

(c) You'll need recognised tennis shoes for our outdoor courts – black-soled shoes, plimsolls and trainers aren't allowed as they damage the court surface.

(d) No studs are permitted on the astro courts.

(e) If you're unsure about your attire, please speak to reception.

73. Etiquette

(a) Please don't bring mobiles, iPads or similar on court with you.

(b) Please only bring drinks on court if they're in a sealed plastic container.

(c) No food should be brought on court.

(d) Before playing, please wait for game point to finish before walking on court (or walking across courts to reach your own).