

# Membership Details

Members of the Old Mill Hotel and Leisure Club must as a condition of their membership comply with the regulations set out below and any changes/additions to policies and procedures thereafter. These have been drawn up by the Club with a view to ensuring that all facilities are properly and safely used, and that all members are able to take full advantage of them without interfering with the enjoyment of others. The management reserve the right to vary the conditions as necessary.

## 1. Membership

It is a stipulation of membership that proof of identification must be produced upon joining the Club. Suitable identification is a full UK driving licence or passport. Failure to produce proof of identification will result in the application to join the club being refused.

### 1.1 Gold Membership

This is offered at a rate of £40.00 per month, with a minimum contract period of 12 months. Please refer to your copy of the membership agreement for full terms and conditions. The Gold Membership permits you to use the club for the full opening times. Cash method is available if 12 months is paid up front, if you pay for the full 12 months this is non-refundable

### 1.2 Silver Membership

This is offered at the rate of £32.00 per month, with a minimum contract period of 12 months. Please refer to your copy of the membership agreement for full terms and conditions. The Silver Membership permits you to use the club during the off-peak times (Please see section 19 for these times). Cash method is available if 12 months is paid up front, if you pay for the full 12 months this is non-refundable

### 1.3 Monthly Membership

This is offered at the rate of £48.00 per month, you are committed to a minimum of 2 months, where after you can cancel at any time giving one months notice in writing. The Monthly Membership permits you to use the club for the full opening times. Payment must be set up as a Direct Debit.

### 1.4 New Born-2 Years

This is offered free of charge until the child reaches the age of 3 years, you are not committed to any contract length and can cancel at any time giving one months notice in writing. The Child Membership permits the child to use the Club's Leisure Pool during the set times (Please see section 19 for these times).

### 1.5 Child 3-15 Years

This is offered at the rate of £17.00 per month, no minimum contract, where you can cancel at any time giving one months notice in writing. The Child Membership permits the child to use the Club's Leisure Pool during the set times (Please see section 19 for these times). Payment must be set up as a Direct Debit. Cash method is available if 12 months is paid up front, if you pay for the full 12 months this is non-refundable

### 1.6 School Leavers 16-21 Years

This is offered at the rate of £29.00 per month, where you are committed to a minimum of 3 months. The School Leaver Membership permits the member to use the Club's Leisure Pool, Classes and Gymnasium during the Gold Membership times. (Please see section 19 for these times). Parents / Grandparents must be members to be able to take up this membership. Payment must be taken via a Direct Debit. Cash method is available if 12 months is paid up front, if you pay for the full 12 months this is non-refundable

1.7 Adult Members do not receive any difference in facilities subject to type of membership they are on.

1.8 Gold & Silver Members agree to be bound for a 12 month period from the date signed on the membership agreement.

1.9 Absolute discretion is retained by the Old Mill Hotel and Leisure Club to reject any application for membership without any reason for doing so.

1.10 Gold, Silver and Monthly membership types are only offered to persons aged 16 or over.

1.11 A joining fee is payable by new members at a rate of £25.00/by ex-members at a rate of £15.00 upon the date of joining, this is not optional and will always be applied.

1.12 All Memberships are payable by direct debit or upfront in yearly payments. Cash method is available if 12 months is paid up front, if you pay for the full 12 months this is non-refundable

1.13 Management does not accept liability for any loss, damage or theft to personal belongings whilst on the premises. We would advise members not to bring anything of value to the Club

## 2. Children

2.1 A child is defined as under 16.

2.2 All under 16's should be supervised by an adult (over 16) when using the pool and classes.

2.3 Children are not permitted to use the Sauna, Steam Room, Plunge Pool, Large Swimming Pool or Spa's. Failure to adhere to this will result in a verbal warning. Further occurrences will ultimately lead to both child and adult memberships being terminated.

### 3. Membership Cards

- 3.1 Each member is required to have his/her membership agreement form filled in along with a health appraisal form when joining; a membership card will then be issued.
- 3.2 Membership card must be shown at reception on each entry & swiped on the counter card reader.
- 3.3 If you lose your membership card, a replacement card must be purchased from the Club at a rate of £2.50.
- 3.4 Failure to produce your card on entry will result in a formal warning, after receiving 2 or more formal warnings you will require to purchase a new card at a rate of £2.50.
- 3.5 Constant failure to produce your membership card or purchase a new one could result in termination of your membership.

### 4. Guests

- 4.1 Members may sign in an adult guest into the Club at rate of £15; this is per person per visit.
- 4.2 The guest must be accompanied by a member at all times during their visit.
- 4.3 The guest must provide proof of identification, namely a full UK driving licence or passport. Failure to provide proof of identification will result in the guest being refused entry into the club.
- 4.4 Guests are admitted into the Club on the condition that they observe all the rules and regulations.
- 4.5 Residents of the Old Mill Hotel are permitted to use the Club's facilities, however all residents must obey the rules and regulations of the Club. The Hotel is not liable for any recourse from decisions made by the hotel staff regarding any aspects of the club.
- 4.6 Staff can refuse entry of a guest without giving any reason for doing so.
- 4.7 Guests not accompanied by a member may attend at a rate of £15; this is per person per visit.

### 5. Smoking

- 5.1 Smoking or E-Cigarettes are not permitted in any areas of the Leisure Club.

### 6. Dress

- 6.1 Members and their guests are requested to dress in a manner appropriate to the sporting activity.
- 6.2 Appropriate footwear must be worn in the gym at all times.
- 6.3 Items left in lost property will be kept for a period of 2 weeks from when the item is found, if not claimed after this time it will be donated to a local charity.

### 7. Behaviour

- 7.1 Foul and/or abusive language and/or behaviour against any member or member of staff will not be tolerated and will result in you being asked to leave and may lead to your membership being cancelled.
- 7.2 Under no circumstances will the club tolerate any form of racist or discriminatory behaviour towards any member or member of staff and again will result in you being asked to leave and may lead to your membership being cancelled.

### 8. Food & Alcohol

- 8.1 In the interest of hygiene, no food is allowed in the changing room, gymnasium or pool area.  
Any person under the influence of alcohol will not be permitted into the Leisure Club.

### 9. Admittance

- 9.1 Silver members will be admitted into the leisure Club from 07:00am to 17:00pm on weekdays & 07:00am to 21:45pm on weekends (Sat/Sun).
- 9.2 Gold/Monthly members will be admitted into the Leisure Club from 06:00am to 21:45pm on weekdays & 07:00am to 22:00pm on weekends (Sat/Sun).
- 9.3 Guests are admitted into the Club on the condition that they observe all the rules and regulations applicable to members.
- 9.4 Members who have payments outstanding or owing will not be allowed to use the facilities until authorised by management or the payment is made in full.
- 9.5 All members must have vacated the pool side area by 21.45pm and vacated the premises by 22.00pm.
- 9.6 All silver members must have vacated the pool side area by 16.45pm on weekdays and vacated the premises by 21:45pm weekends (Sat/Sun)

### 10. Transferring/Amending Membership

- 10.1 Any member who wishes to upgrade/downgrade their membership will be required to give 1 month's notice
- 10.2 This will incur a £15.00 administration charge.
- 10.3 Any member who wishes to transfer their membership to another person can do so, however 1 month notice is required in writing and this will incur a £20.00 administration fee. The new member will be required to fill out a new Direct Debit mandate which must be in place before the original member cancels any payment instruction

### 11. Termination of Membership

- 11.1 Any member who abuses the club facilities, staff or fellow member will have their membership immediately terminated.
- 11.2 Any member who acts in a way which constitutes a safety hazard or who interferes with the enjoyment of other members will have their membership immediately terminated.
- 11.3 Any member caught stealing will have their membership immediately terminated and will be prosecuted.

11.4 Any member suspected of stealing, will have their membership immediately suspended until further notice.

11.5 Termination of a membership must be outside the contracted period of time and must be given in written form 30 days before termination of contract. If the cancellation is via an email, a response email must be requested to confirm receipt of the email from our admin team. Our email is oldmill@lavenderhotels.co.uk

11.6 Members are asked to cancel their direct debit with their bank once their request to cancel has been processed.

11.7 Should a member state that their membership has not been cancelled when they requested it to be done and as a result payments have been taken an investigation will take place and a maximum of 3 months subscriptions per member can only ever be refunded. Ultimately by memberships being cancelled by the member at their bank and in writing to the Club this can never occur.

11.8 Any member found continuously defaulting on payments will have their memberships terminated immediately and will be taken to a Debt collecting agency if any outstanding payments are due.

## 12. Suspension of Membership

12.1 Both Gold and Silver contracted Members are permitted to put their membership on suspension for a maximum six-month period.

12.2 30 days written notification is required, you may email oldmill@lavenderhotels.co.uk. You must request a receipt to acknowledge your requests.

12.3 A charge of £7 is applied each month the membership is on suspension.

12.4 The length of suspension will affect the earliest date for notification of membership cancellation.

## 13. Contract Offer Discounts

13.1 All contract offer discounts will be applied accordingly and when due to expiry will automatically lapse and your payment will be restored to its normal flat rate as detailed in paragraph 1. You will not receive written notification.

13.2 As written on the membership agreement form. After the Initial contract period the membership will automatically continue unless otherwise notified by the member.

## 14. Gymnasium

14.1 Members are forbidden to enter the gym while wearing wet clothes.

14.2 Persons under the age of 16 are forbidden from entering the main gym and participating in any adult classes (unless stated otherwise).

14.3 Persons under the age of 16 are permitted to use the Leisure pool.

14.4 For hygiene reasons all gym equipment must be sanitised and wiped down after use.

14.5 When leaving a machine ensure that it has fully come to a standstill and is switched off

14.6 When leaving a machine make sure that the sound system is switched off.

14.7 Mobile phones are not allowed to be used when in the gym for messaging or phone calls. You may use them for music purposes.

14.8 The club will not charge members mobile phones and members are prohibited from charging their mobile phone in other areas of the club i.e. changing area.

14.9 The appropriate gym clothing must be worn at all times; this includes footwear and keeping items of clothing on at all times.

## 15. Swimming Area

15.1 Members must shower before entering the pool area, removing all traces of make-up, perfume etc.

15.2 Members must also shower in-between each use of the sauna and/or steam room before entering the pool.

15.3 Children must be supervised by a parent/guardian at all times.

15.4 Children are only permitted to use the leisure pool.

15.5 Whilst in the pool area, members, hotel residents and guests must remember that they are in a public place, heavy petting or any act deemed to be unacceptable by management is strictly forbidden.

15.6 The sauna/steam room are mixed gender, members/guests/hotel residents ensure swimwear is worn at all times.

15.7 Toiletries are forbidden to be taken into the swimming area, if any member, guest or hotel resident is found to be doing so will be asked to leave and may have their membership terminated.

15.8 No photography is permitted under any circumstances in the pool area.

15.9 No shaving is permitted anywhere within the pool area, anyone found doing so, will be asked to leave the premises. If this rule is continued to be ignored the person involved will have their membership terminated.

15.10 It is strongly advised that all jewellery must be taken off before entering the pool area. All chemicals can cause some types of jewellery to fade. These chemicals act as safety barrier for all our members & help to keep the water healthy, therefore the use of these chemicals cannot be avoided. If you wish to continue wearing jewellery within the pool area, it is to be done at your own risk.

15.11 We kindly ask that members take a towel into the saunas to sit on for hygiene purposes.

15.12 We strictly ask that no mobile phones are taken onto the poolside. Should someone be found in possession of a mobile phone this will be removed and the member/guest could be asked to leave.

16. Changing Area

- 16.1 Children including and above the age of 9 are to use their own sex changing rooms.
- 16.2 All children must be off the premises by 5:15pm weekdays and weekends.
- 16.3 All silver members must be off the premises by 5pm weekdays.
- 16.4 All fire exits are alarmed, anyone who opens these fire exits not in the event of fire or evacuation will be fined £50.
- 16.6 Lockers keys must be returned after use and must not be kept for personal use.

17. Car Parking

- 17.1 Car parking is provided free of charge for all members.
- 17.2 Do not park in the disabled parking bay as it is reserved for disabled users only. Unauthorised use of these spaces may lead to verbal/written warnings, clamping of your vehicle and termination of your membership.
- 17.3 The parking spaces are used by members, guests and persons attending conferences/functions, we do not prioritise or prejudice against any of these at anytime, parking is on first come basis.

18. CCTV

- 18.1 CCTV is in operation throughout the hotel.
- 18.2 In the case of any potential security breach, this footage may be used to prosecute an individual.
- 18.3 In accordance with company operating procedures we keep all recordings for a period of one month.

19. Opening Hours

Leisure Club Gold / Monthly / Student Members

Monday-Friday: 6:00am-10:00pm  
Saturday-Sunday: 7:00am-10:00pm  
Bank Holidays: 7:00am-10:00pm

Leisure Club Child Members

Monday-Friday: 9:00am-7:00pm  
Saturday-Sunday: 9:00am-7:00pm  
Bank Holidays: 9:00am-7:00pm

Leisure Club Silver Members

Monday-Friday: 7:00am-5:00pm  
Saturday-Sunday: 7:00am-10:00pm  
Bank Holidays: 7:00am-10:00pm

Times may be subject to change over the Christmas/New Year Holiday period.  
Management reserve the right to vary any of these rules or conditions at any time.