



MEMBERSHIP RULES AND REGULATIONS

YOU MUST ENSURE YOU READ AND UNDERSTAND THESE RULES AND REGULATIONS BEFORE YOU ENTER INTO THE MEMBERSHIP AGREEMENT.

The Club

- At certain times there may be disruption to Pulse's Club's facilities, for example closure of the steam room, where maintenance or development works are required or when there are staff training sessions and other special events at the Club. These activities may result in restrictions on the use of Pulse's facilities or temporary closure of the Club.
- We retain the right to undertake any activities which may cause disruption without giving prior notice and without compensating members. However, we will endeavour to notify members as soon as possible by posting details on the member's notice board or by sending an email.
- Last entry is 45 minutes before closing. You must vacate the wet area and the gym 15 minutes before closing and must vacate the Facility at closing time.

Lockers

- Lockers are provided for your use, free of charge.
- Your property is left in the lockers at your own risk.
- The Club reserves the right to inspect the contents of all lockers at any time in the interests of the health, safety and security of the Club, its members, visitors and staff.
- We will remove the contents of any locker that is left with items in at the end of the day. You can reclaim removed contents from the Club's reception for up to 2 weeks after their removal, after which time they will be donated to charity.

Lost property

- If you find lost property, you must immediately hand it in to the Club's reception.
- All lost property can be collected from reception. We will hold items for 2 weeks before giving them to charity.

Classes

- Members can book classes up to a maximum of 7 days in advance.
- If you are unable to attend a booked class, please contact the Club as soon as possible.
- Where members have booked classes that they do not attend, we reserve the right to prevent them from making future bookings.

Wet area

- Adults swim in the Club's pool at their own risk.
- You must shower before using the pool or wet area.
- No shaving in the wet area.
- No outdoor shoes to be worn in the wet area (overshoes are provided).
- No food, hot drinks, crockery, glass, cosmetics or washing products are to be taken into the wet area.
- No running, jumping, diving, shouting or screaming, pushing, ducking, any type of throwing games or any other behaviour deemed inappropriate by the staff or management.
- No inflatables or flippers.
- You must adhere to any instructions given by staff or management.

Under 18s

- Children are permitted to use the pool and the pool area Monday – Sunday 10am-12noon, Monday – Friday 2-5pm, Saturday & Sunday 7:30am-7:30pm
- Children must be accompanied by an adult at all times, with a maximum of 2 children to be supervised per every 1 adult.
- Children over the age of 8 must use the appropriate adult changing room.
- Children under 4 or children who are not toilet trained must wear an aqua nappy.



MEMBERSHIP RULES AND REGULATIONS

- Under 16s are not allowed to use the gym.

Liability

- We cannot accept liability for loss of personal property brought onto the Club premises.
- We do not accept liability for any accident or injury to any member or guest occurring on the premises or within the Club other than liability arising from our negligence.

Guests

- Adult members may be accompanied to the Club by guests for a charge. The member must sign in any guest at the Club reception and you must accompany the guest at all times.
- You must ensure that your guests are aware of and abide by these rules and regulations, as may be amended by us from time to time.
- A member may sign in up to 4 guests at any one time, with guests paying the appropriate rate for entry or producing guest passes.

Behaviour

- You must not smoke in or around the Club.
- No animals are allowed in the Club, except for registered working dogs.
- You must consider other members of the Club and our employees. We reserve the right to prevent anyone entering the Club or ask anyone to leave if we think that their behaviour or appearance is not suitable or if they do not comply with these rules.
- Appropriate clothing and footwear must be worn in the Club and the appropriate clothing and footwear must be worn for the appropriate activity.
- No bags are to be taken into the gym, studio or poolside.
- You must shower before entering the pool or steam room.
- You must not use rude or abusive language, threaten or use violent behaviour, be under the influence of alcohol or drugs or act in any way that upsets the enjoyment of other members or negatively affects the employees. If you breach this rule you will be asked to leave and we reserve the right to terminate your membership in accordance with our terms and conditions.
- You must not abuse property, equipment or the facilities of the Club. If you breach this rule you will be liable to pay for any negligent or deliberate damage and we reserve the right to terminate your membership in accordance with our terms and conditions.
- You must not use (except in case of emergency or perceived emergency), block or interfere with fire, emergency or disabled access doors or alarms.
- Use of mobile phones or any other recording devices are not permitted whilst in the Facility.

Health and safety

- The safety of our guests, our employees and you is our main concern.
- There is a limit of 20 bathers in the swimming pool area at any one time.
- We fully support the Register of Exercise Professionals and UK Active. All of our qualified team and independent instructors have applied or will apply to be on the register.
- If you or any of your guests suffers an accident or injury on the Club's premises, you must report it and the circumstances under which it happened to a member of the team immediately.
- To protect the safety of you, your guests and other members, you must pay particular attention to all signs and notices in the Club.
- If you hear the fire alarm, you and your guests should make your way out of the Facility through the nearest possible exit (fire exits are clearly marked throughout the Facility) to the designated assembly point situated in the Pulse car park. If poolside, please go the nearest fire exit and wait until an employee of the Club gives further instructions regarding evacuation.

Grievance



MEMBERSHIP RULES AND REGULATIONS

- We take member satisfaction seriously at all times. If you or your guests have a complaint, we want to know about it straight away so that we may investigate fully and attempt to resolve the matter to your satisfaction.
- In the first instance, please bring any complaint to the attention of an employee of the Club.
- If you are not satisfied with the response, please raise the matter with the Club Manager.

The Club reserves the rights to alter its opening and closing times and amend these rules and regulations at any time.