

## 1. Membership categories

- YourClub Membership — full use of all areas
  - YourPartner Membership\* — full use of all areas
  - YourChild Membership — pool use only membership for children aged under the age of 16
  - Aqua Membership — access restricted to pool facilities only
- \* A partner is defined as a family member.  
Children 16 or over may join on the YourPartner Membership category

## 2. Fees

- All membership fees are payable by direct debit on, or soon after the 1st of every month
- **Members must give 1 month paid notice to terminate membership. Cancellation forms can be obtained from reception and notice must be given by the last working day of the month**
- On acceptance of an application each member will be provided with a membership card which remains the property of the Centre. Upon termination of membership the card will be returnable on demand
- Once the card has been issued the member will be deemed to have agreed to be bound by the rules. Replacement of a lost card will result in a charge of £2
- All changes in membership details including address and health status must be communicated to the Centre in writing
- All requests to put a membership on hold should be made by completing the membership freeze form, which is available from reception. This request must be done by the 15th of the month. The request to freeze must be for a minimum of 3 months and a maximum of 6 months. The option to freeze is only permitted once in any 12 month period. The option to freeze membership is only available to those who are unable to use the Centre due to secondment or for medical reasons, evidence may be required.
- Memberships are non-transferable and non-refundable

## 3. Children's Hours

- Children have access to the Centre at the following times  
9.00am to 5.30pm Monday to Wednesday  
9.00am to 8.00pm Thursday & Friday  
8.00am to 6.00pm Saturday & Sunday  
Please be aware that children are not permitted in any part of the Centre out with the above hours
- Children who have reached 8 years of age are expected to use the changing room designated for their own sex

## 4. General Use of Facilities

- Members must complete a Pre-Exercise Questionnaire before commencing any activity at the Centre
- Members may not use the facilities whilst under the influence of alcohol, drugs, anti-coagulants, vasoconstrictors, narcotics or tranquilizers

## 5. Synthetic Pitches

- The pitches must be booked by either 2 RBS employees / members (1 employee/member for tennis) who must be in attendance at all times
- Non-RBS employees/members who use the pitches must be accompanied by 2 RBS employees/members for football (1 employee/member for tennis)
- If you do not attend a booked session on more than one occasion, your booking privilege may be withdrawn
- Where possible, participants should use the rear exit door to and from the pitches

## 6. Pool Area

- Members use the swimming pool at their own risk; this area is not supervised
- Children under the age of 16 must be supervised on a 1 adult to 2 children basis
- No running or diving in the pool is allowed
- For reasons of hygiene it is necessary for all members to shower before entering the pool
- Members with verrucas, athletes foot or similar communicable maladies should not use the pool
- Children under 2 must wear waterproof nappies in the pool
- Food and drink is not permitted on poolside
- Electronic devices including mobile phones and tablets are not permitted on poolside
- No shampoo or soaps to be used on poolside

## 7. Sauna/Steam Rooms and Spa

- Members must shower before and after using the steam room, sauna or spa pool
- Shaving is not permitted in the sauna or steam room
- Children under 8 years are not permitted to use the sauna or steam room
- Children under 8 years are not permitted to use the spa pool
- Children under the age of 16 must be accompanied at all times
- Children should not be left alone to use any facilities

## 8. Car Parking

- Car parking is for Fitness & Wellbeing Centre users only. Cars may be parked for a maximum of 2 1/2 hours only during your visit to the Centre
- Car parking is monitored by RBS Security. Members may be asked to show their membership card before parking is permitted
- RBS employees who have their own designated parking space on the Gogarburn campus should continue to use their space when visiting the Centre
- After 5pm weekdays non-members who are visiting the Centre must use the visitors car park

## 9. Gymnasium

- All gymnasium users must have completed a Pre-Exercise Questionnaire
- Children under 16 years are not permitted to use the gymnasium
- Personal trainers other than those appointed by the Centre are prohibited

## 10. Exercise studios

- Children under 16 years are not permitted to attend classes other than specified classes for children
- Exercise classes can be booked up to 6 days in advance; if the need to cancel arises, a minimum 2-hour notification period is expected
- If members fail to attend a booked class on more than one occasion then the booking privilege may be withdrawn
- In the interest of safety, participants will not be admitted into the class after the warm up period

## 11. Mind & Body

- Therapy services are available to non-members and members
- Cancellations within 24 hours or a 'no-show' will result in a 50% fee of the treatment cost being charged

## 12. Dress codes

- Appropriate footwear for the gym and poolside must be worn at all times
- Outdoor shoes are not permitted in the gymnasium or in the wet areas

## 13. Smoking

- Please note that smoking is not permitted in any part of the Centre

## 14. Lockers

- For security reasons, lockers should be used for all personal belongings
- Lockers are provided only for the duration of your visit and items left overnight will be removed on the following day and will be held at reception for no longer than 1 week
- Lost property — Any lost property found will be available for collection for one week then either disposed of or given to a local charity shop. Any valuables found will be passed to Security and held for a maximum of 3 months

## 15. Liability

- Nuffield Health's liability for loss, damage or theft to members' property is strictly limited to any damage or loss suffered as a direct result of the negligence of Nuffield Health staff
- All members use the Centre at their own risk. Neither Nuffield Health or RBS Group can accept liability for any accident that may occur on the premises or within the grounds of the Centre with the exception of those accidents occurring as a direct result of a negligent act or omission from a member of Nuffield Health staff
- Nuffield Health reserve the right to refuse admittance to a member who is medically unfit. All members are required to inform the Centre of any changes in health status

## 16. Members Conduct

- Members who willfully or negligently cause damage to the Centre facilities or equipment will be liable for the cost of repair. Disorderly, rude or offensive behaviour may result in termination of membership
- Any dispute will be taken up with the management whose decision will be final

## 17. Termination of Membership

- The management reserve the right to terminate the membership of any member. This shall be:
  - Without notice in the event of a member committing a serious breach of the Rules and Regulations
  - By notice in writing if any sum owing by the member remains unpaid 1 month after date due for payment
  - Under no circumstances will refunds be given to members who terminate memberships

## 18. General

- Members and their guests must at all times observe the Rules and Regulations. Nuffield Health reserve the right to amend these rules and increase fees at any time and with 1 month notice
- The Centre may withdraw all or part of the facilities for any period when required for any repair attention or maintenance work
- The Centre reserve the right to vary the opening times of the Centre facilities