

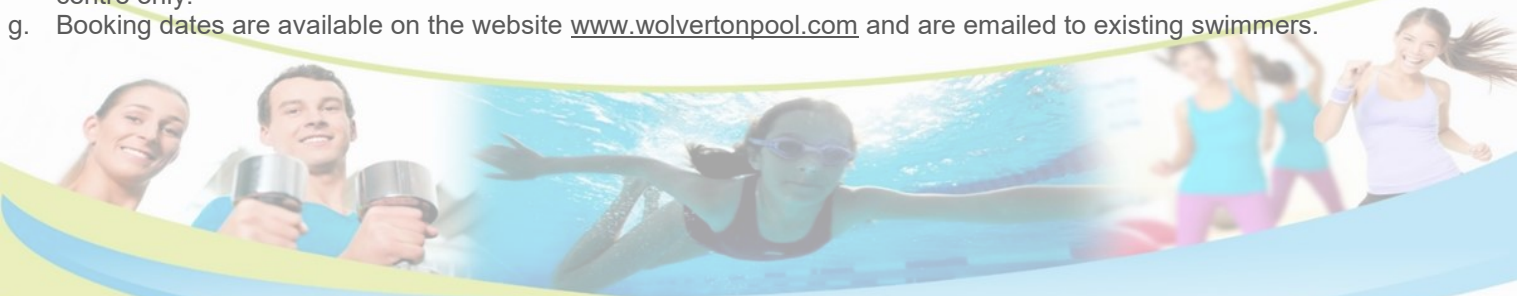
CENTRE TERMS AND CONDITIONS

1. General

- a. Alterations to programmes, prices and times can be made without prior notice.
- b. In the event of an emergency please follow the instructions of the Wolverton Fitness Centre team at all times.
- c. Wolverton Leisure Trust's Admissions Policy prohibits any unaccompanied children under the age of 8. An adult is classified as a responsible person over the age of 16.
- d. Supervising adults must accompany children in the water and remain within close contact at all times.
- e. One adult can be responsible for two children under the age of 8. Exceptions subject to management discretion.
- f. Pool and studio programme information can be found on the centre website, the live display screens in centre and via the automated telephone service.
- g. No alcohol is permitted on the premises.
- h. A band system is used during busy sessions. Customers will be entitled to 55 minutes as a minimum.
- i. When pools are at capacity all customers waiting will have to remain in the reception area. Access to the café will not be permitted. The use of the toilet facilities are for customers and members only.
- j. No smoking on the premises. This includes the patio area.
- k. No animals, with the exception of guide dogs, are permitted on the premises.
- l. Inflatable restrictions – swimmers must be confident in deep water and able to swim 13 metres. This standard is tested at the start of each session to ensure safety. Admittance is at the discretion of the lifeguard.
- m. Filming and photography is not permitted unless management consent has been given and the relevant paperwork completed. Photographic identification is required.
- n. Minimum and maximum age restrictions apply for selected sessions.
- o. Diving is permitted at the deep end of the main pool only and is subject to lifeguard discretion.
- p. All weak and non swimmers, regardless of age, will be required to remain within standing depth if unaccompanied.
- q. Adults only in the sauna and steam room. A wristband is required for all users, which can be obtained/purchased from Reception.
- r. Use of sauna and steam room is included in all adult memberships. Non-members can purchase from Reception.
- s. Lanes are adults only (16+). Under 16's may use the lanes during full lane swim sessions and during kidzfit sessions held in the school holidays. Swimmers are required to demonstrate competency over 200 metres and is subject to Lifeguard discretion.
- t. During busy sessions some lanes in the main pool may be removed, without notice, for health and safety and operational reasons.
- u. Children over the age of 8 years must change in their respective changing rooms.
- v. Outdoor shoes must not be worn on poolside or in any wet side changing areas. Shoe covers are provided.
- w. Recognised swimwear only.
- x. Parking is permitted, free of charge, in the designated spaces. Only cars displaying valid disabled badges may park in the disabled parking bays.
- y. Lockers are provided for the convenience of it's user and are employed entirely at the users own risk. Any articles in lockers and clothing left in cubicles will be removed to lost property (items are stored for three weeks before disposal).
- z. Wolverton Leisure Trust accepts no responsibility for the loss of, or damage to, property or injury, illness or fatality, on the premises unless caused by its own negligence.
- aa. The centre operates reduced opening hours on Bank Holidays.
- bb. The swimming pools, sauna and steam room are closed Fridays 1400-1600.
- cc. Use of the learner pool is reserved for children under the age of 8 (and accompanying adult/s) - at the lifeguard's discretion.
- dd. Swim nappies must be worn for those who need them.
- ee. Both water features may get turned on during toddler splash and parent and toddler sessions.
- ff. The snake water feature may get turned on during general swim sessions.
- gg. The car park is locked overnight from: 22.15 Monday-Thursday, 21.15 Friday and 19.15 weekends.

2. Swimming Lessons

- a. Spectating on poolside is not permitted. Parents are invited to observe from the seated areas provided and pick up/drop off from the shower area.
- b. Wolverton Leisure Trust's Learn to Swim Scheme aims for low class numbers encouraging high pupil to teacher ratio. It endeavours to keep groups small where possible but reserves the right to increase the class sizes at any time.
- c. The scheme does not operate a waiting system and places cannot be reserved.
- d. The customer shall be responsible for the payment and any other charges to do with the booking.
- e. Full payment must be received on booking.
- f. Booking and payment for existing swimmers can be taken online, telephone and in centre. New swimmers can book in centre only.
- g. Booking dates are available on the website www.wolvertonpool.com and are emailed to existing swimmers.



2. Swimming Lessons Cont.

- i. Payment is for the whole course not individual classes.
- j. Credits or refunds will not be granted for classes missed due to holiday or minor illness. In certain circumstances, such as serious illness or injury, classes can be credited or refunded. Any requests for credits or refunds need to be made in writing to the Swim Scheme Coordinator.
- k. Filming and photography – see 1m.
- l. Online bookings adhere to swim school terms and conditions on registration.
- m. Badges can only be purchased with a valid slip from the instructor.
- n. Classes cancelled by the centre will be offered an alternative date, refund or credit.

3. Pool Parties

- a. It is the responsibility of the hirer to inform the lifeguards of any medical conditions suffered within the group.
- b. Supervision of children out of the pool area and supply of food is the sole responsibility of the hirer.
- c. Party bookings must be paid in full to reserve the date. Payment is available in centre only.
- d. A completed party booking form needs to accompany payment.
- e. A cancellation fee applies. Pool party booking terms and conditions can be found: <http://www.wolvertonpool.com/pool-parties>. Standard Pool Rules apply.
- f. Filming and photography – see 1m.
- g. Inflatable restrictions – see 1l.
- h. Wolverton Leisure Trust reserves the right to cancel a booking at any time and offer an alternative date or issue a full refund without any liability for consequential or indirect loss.

4. Memberships

- a. All memberships are direct debit only (exception - 4b and 4h).
- b. The first payment is taken on the day of joining and can be made with a credit or debit card. Customers can join using the booking stations in centre or online via the website www.wolvertonpool.com.
- c. Joint memberships are available in centre only and require evidence of shared residency.
- d. All customers agree to Harlands, the centre's payment and direct debit management services, terms and conditions on sign up. Terms and conditions are also available for download from the centre website.
- e. Cancellation requests must be submitted either using the membership cancellation page on the website, by submitting a cancellation form available from the centre, or by contacting Harland's directly. A period of 30 days notification is required for all cancellations. **Refer to Harland's terms and conditions for further cancellation information.** Harlands contact: 01444 449166.
- f. Memberships are non-transferable.
- g. To change membership package or type the existing membership will need to be cancelled first. There is no automatic upgrade service.
- h. Annual memberships are paid in full by debit or credit card. Payments are due in advance. Cancellation requests must meet Harlands standard cancellation terms which are available for download: <http://www.wolvertonpool.com/membership>. If services have been used, then the refund will be reduced by a pro rata amount equal to the number of days from signup to the date cancellation was requested, reverting back to individual memberships at the prevailing rate.
- i. Loss of membership cards and/or repeated sign in's due to misplacement of card will incur a charge.
- j. Members agree to comply with the terms & conditions of the centre and Harlands membership. Wolverton Leisure Trust reserves the right to make reasonable changes to these conditions providing a minimum of 30 days' notice is given.
- k. Members agree to comply with the Rules of Membership which are displayed in club and relate to opening hours, use of facilities and conduct. Wolverton Leisure Trust may make reasonable changes to these rules at any time provided advance notice is given. Membership does not give guaranteed access to facilities, classes or sessions.
- l. Wolverton Leisure Trust endeavour to ensure that all facilities, equipment and classes are available during advertised opening hours. However occasionally, due to circumstances beyond control, facilities or equipment may be unavailable or classes cancelled. This has been calculated within the membership fees including closure of facilities during Bank Holidays and Christmas/New Year.
- m. After the minimum number of payments have been made, Wolverton Leisure Trust may advise you, giving not less than 30 days notice, of an amended payment amount.
- n. Wolverton Leisure Trust offers a Pay As You Go booking option. Non-members wishing to use the facilities must register in centre for casual booking and will incur an initial £15 administration fee, which includes the first visit. Pay as You Go Gym does not include use of the swimming pool/sauna and steam room. This is payable separately.

5. Studio Class Bookings

- a. Members are able to register for online booking from the website www.wolvertonpool.com.
- b. Studio classes can be booked seven days in advance for members using the booking stations in centre and online.
- c. Non-members can book two days in advance at reception and by telephone only. Payment for non-members is required on booking and is non-transferable.
- d. Members will be required to re-register for their online booking account if their membership changes type or is renewed.
- e. Repeated uninformed absences of studio classes will affect booking privileges. Members are required to inform the centre if wishing to cancel a place or use the online service to cancel the booking.
- f. Studio classes do not run on Bank Holidays.

