

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. Swimming pool and studio programme information can be found in centre, using the automated telephone service and on the company website: www.wolvertonpool.com.
- e. No alcohol is permitted on the premises.
- f. The use of the toilet facilities are for customers and members only.
- g. No smoking on the premises. This includes the patio area.
- h. Access to the lounge area is reserved for adult members only.
- i. No animals, with the exception of guide and medical dogs, are permitted on the premises.
- j. Filming and photography is not permitted unless management consent has been given and the relevant paperwork completed. Photographic identification is required.
- k. 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).
- l. 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.
- m. The centre operates reduced opening hours on Bank Holidays.
- n. Parking is permitted, free of charge, in the designated spaces. Only cars displaying valid disabled badges may park in the disabled parking bays.
- o. The car park is locked overnight from: 22.15 Monday-Thursday, 21.15 Friday and 19.15 weekends.
- p. The overflow carpark will open only in peak times to ease congestion.
- q. Wolverton Leisure Trust does not accept responsibility for damage to vehicles whilst parked at the facilities. For issues with the electric charging point contact Chargemaster on the number provided.

2. Swimming Pool

- a. Supervising adults must accompany children in the water and remain within close contact at all times.
- b. Children under age 8 must be accompanied on a 1:2 ratio. Children under age 1 on a 1:1 ratio. Exceptions subject to management discretion.
- c. A band system is employed during busy sessions. Customers will be entitled to 55 minutes as a minimum.
- d. When pools are at capacity, all customers waiting will have to remain in the reception area. Access to the café will not be permitted.
- e. 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.
- f. Minimum and maximum age restrictions apply for selected sessions.
- g. Diving is permitted at the deep end of the main pool only and is subject to lifeguard discretion.
- h. All weak and non swimmers, regardless of age, will be required to remain within standing depth.
- i. Adults only in the sauna and steam rooms. A wristband is required for all users, which can be obtained/purchased from Reception.
- j. Use of the sauna and steam rooms is included in all adult memberships. Non-members can purchase from Reception.
- k. Lanes are adults only (16+). Under 16's may use the lanes during full lane swim sessions and during Kidzfit sessions. Swimmers are required to demonstrate competency over 200 metres and is subject to Lifeguard discretion.
- l. During busy sessions some lanes in the main pool may be removed, without notice, for health and safety and operational reasons.
- m. Group changing rooms are reserved for schools on select days/times.
- n. Spectating on poolside is not permitted.
- o. Please use a disposable cup for hot drinks taken into the pool hall spectating area.
- p. Children over the age of 8 years must change in their respective changing rooms.
- q. Outdoor shoes must not be worn on poolside or in any wet side changing areas. Shoe covers are provided.
- r. Recognised swimwear only.
- s. The swimming pools, sauna and steam room are closed Fridays 1400-1600.
- t. Use of the learner pool is reserved for children under the age of 8 (and accompanying adult/s) - at the lifeguard's discretion.
- u. Swim nappies must be worn for those who need them.
- v. Both water features may get turned on during Toddler Splash and Parent and Toddler sessions.
- w. The snake water feature may get turned on during General Swim sessions.

3. 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. We endeavour to keep groups small where possible but reserve 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 online and in centre. Telephone booking not available.
- g. Registration is required for online bookings. Registration opens 2 weeks prior to enrolments.
- h. Booking dates and information is available on the company website: www.wolvertonpool.com. Existing customers will also receive an information email.
- i. If repeating a class, enrols are held until midday of the Sunday of enrolment week. Any customers with unconfirmed payments are automatically unenrolled from the system after this point.
- j. Payment is for the whole course not individual classes.
- k. Credits/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. Requests for credits or refunds need to be made in writing to the Swim Scheme Coordinator.

3. Swimming Lessons Cont.

- l. Filming and photography – see 1j.
- m. Online bookings adhere to swim school terms and conditions on registration.
- m. Badges can only be purchased with a valid slip from the instructor. The centre operates a 2 week window for badge collection.
- n. Classes cancelled by the centre will be offered an alternative date, refund or credit.
- o. Specific classes or teachers are not guaranteed.

4. Pool Parties

- a. It is the responsibility of the hirer to inform 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. A completed Party Booking Form needs to accompany payment.
- d. A cancellation fee applies. Pool party booking terms and conditions can be found: <http://www.wolvertonpool.com/pool-parties>. Standard Pool Rules apply.
- e. Filming and photography – see 1j.
- f. Inflatable restrictions – see 2e.
- g. 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.

5. 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. Annual memberships can be renewed in centre. Renewals will only be authorised if the centre is notified within 2 weeks of initial expiry date.
- j. Loss of membership cards and/or repeated sign in's due to misplacement of card will incur a charge.
- k. 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.
- l. 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.
- m. 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.
- n. 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.
- o. 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 and an induction if requested. Pay as You Go Gym does not include use of the swimming pool/sauna and steam room. This is payable separately.

6. Studio Classes

- a. Members and non-members are able to register for online booking from the company website: www.wolvertonpool.com.
- b. Studio classes can be booked seven days in advance for members and two days for Pay as You go customers using the booking stations in centre and online.
- c. Pay as You Go Customers payment 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.
- f. Members are required to inform the centre if wishing to cancel a place or use the online service to cancel the booking.
- g. With the exception of virtual sessions, studio classes do not run on Bank Holidays.
- h. Please arrive allowing adequate time to set up any equipment required. Late arrivals beyond 5 minutes may not be permitted to partake for safety reasons.
- i. Footwear must be worn for all classes with the exception of Bodybalance, Pilates and Yoga.
- j. Studio equipment must not be taken into the gym.
- k. Members access the cycle studio using member cards, Pay as You Go see Reception.
- l. Please refrain from bringing bags and belongings into the cycle studio as space is limited. Use the lockers provided.
- m. The cycle studio may contain flashing lights, customers/members with any medical conditions that this may affect are advised not to use without speaking to a member of the duty team.

