

Club Vitalize

Rules for Membership and Use of Club Vitalize:-

Twilight Memberships

Club Vitalize is the name of the Solihull College and University Centre Fitness Centre located at Solihull College, Blossomfield Road, Solihull, B91 1SB.

These Rules and Regulations are designed to ensure that you have a safe and enjoyable experience each time you visit Club Vitalize and to allow the management to maintain a high level of service at all times.

1) Eligibility

- A) Twilight members are members of the public over the age of 16. This category of members is eligible to join Club Vitalize. Proof of age may be required.
- B) All users of the gymnasium and the other facilities offered by Club Vitalize are required to become a member.
- C) Club Vitalize reserves the right to reject an application for membership or refuse admission to the facility.

2) Membership

- A) Membership is only granted when all required paperwork has been satisfactorily completed and all payments made.
- B) Club Vitalize will provide information about the range of facilities available to you and when you can use them.
- C) Not all membership options will be available at all times. The College may exercise its discretion and stop providing certain options at any point.
- D) You are responsible for paying the appropriate membership payments and for any services not covered by your membership option.
- E) If you have a disability which means you need someone to help you use the facilities you may sign your assistant in as a guest, there will be no additional fee to pay, however your assistant may only use the facilities to aid you.
- E) You are only entitled to use the facilities as determined by your membership.
- F) We may from time to time withdraw some facilities to carry out cleaning, repairs, maintenance or security work.

- G) Opening times may vary during the Christmas and other holiday periods. We will display all changes in advance on the member notice board in Reception. Membership fees will not be reduced over the holiday periods.
- H) All changes in membership details, including health details, must be communicated to Club Vitalize in writing.
- I) Memberships are non-transferable.
- J) You may freeze your membership at any time for a minimum of 2 weeks. There will be an administration fee of £5 payable.

3) Facilities covered within your membership and Access days and times

Gymnasium	Group Exercise	Health Suite
✓	✓	✓
✓	✓	✓

<u>Membership Category</u>	<u>Term Time</u>	<u>Non Term Time</u>
Twilight	Monday-Friday 6:30am-9am & 4-9pm Saturday 8am-6pm Sunday 8am-4pm	Monday-Friday 6:30am-9pm Saturday 8am-6pm Sunday 8am-4pm Non term time days are displayed on the members notice board

4) Membership term

- A) Your membership will begin on the day that your application is approved, and payment is received. This will continue to the end date of the membership as stated on the application form.
- B) Non-payment of membership fees or any other charges due will lead to the immediate termination of your membership.

5) Starting your membership

- A) Along with the standard membership form you are required to complete a PAR Q to establish your medical history..
- B) Your relevant payment is to be made from the date that your application is approved. Your membership will then start immediately.
- C) Once your application has been approved you will be invited to participate in the Club Vitalize induction process.

6) Membership cards

- A) Once your membership has been approved you will be issued with your membership card.
- B) Club Vitalize operates a 'no card-no entry' policy.
- C) Should you attend without your membership card on 3 occasions you will be required to purchase a new membership card.
- D) Your membership is personal to you. You must not lend your membership card to another person. To protect all of our members we may ask for a second form of identification before we allow you into the facility.
- E) If another person uses your membership card we may choose to end your membership with immediate effect.
- F) Membership cards are non-transferrable.
- G) You must report a lost membership card to the fitness reception immediately, whereupon you will be issued with a new membership card.
- H) Replacement cards will be charged at £5

7) Changing your membership

- A) From time to time we may need to contact you about your membership, so it is important that you let us know if your phone number or address details have changed.
- B) You may choose to change your membership option at any time from monthly to annual. In this case a new application must be completed and approved and a new membership card will be issued.

8) Other charges

- A) There may be a small charge for other services and facilities. These are displayed on our member notice board in Reception.

9) Ending your membership

- A) You may choose to end your monthly membership at the end of your membership term. Please advise a member of staff to ensure your membership status is closed.
- B) Memberships will not be refunded unless there are exceptional circumstances at the discretion of Club Vitalize e.g.; Medical reasons supported by a doctor's note.
- C) You are not entitled to enter the facilities once your membership has ended or expired.

10) Cancelling your membership

- A) We will not tolerate our staff or other members being verbally, physically, mentally or racially abused or threatened. If this is the case your membership will be withdrawn immediately and the police may be contacted.
- B) We may cancel your membership in the following circumstances:
 - If you breach this membership agreement or the rules of the College.
 - If another person uses your membership card to gain access into the facility.
 - If your conduct may, or does, cause offence to other persons.
 - If you act in any way which prevents other members from enjoying the facility.
 - If you abuse or wilfully damage the facilities or equipment
 - If you are excluded from the College or subject to disciplinary proceedings resulting in your exclusion from the College or termination of your employment.

11) Changing your monthly payments and this agreement

- A) We may increase membership rates periodically. If we do this, we will give you 3 months' notice and this will be displayed on our member notice board in Reception and/or through other College communications.
- B) We have the right to increase, reduce or withdraw certain facilities at any time. We will, where reasonably possible give you notice of any change by communicating this on the member notice board in Reception.

12) Right to amend

- A) We reserve the right to make reasonable amendments to these terms at any time for security, legal or operational reasons. Should this be the case any amendments will be displayed on the member notice board in Reception.

13) Complaints

- A) In the case of any complaint please refer to the usual College complaints policy which can be obtained from the intranet. A copy if this is displayed on the member notice board in Reception.

14) Liability

- A) Property in lockers is stored at your own risk. Solihull College shall not be liable for any loss, theft or damage to such property stored in the lockers.
- B) You use Club Vitalize at your own risk. Solihull College does not accept liability for any loss, damage or theft to your property, and/or injury or damage suffered on the premises, other than loss, injury or damage that may arise from the negligence of Solihull College.
- C) It is your responsibility to put in place personal accident insurance.
- D) Members making use of the car park do so at entirely their own risk.

15 General health and safety and conduct

- A) Appropriate clothing and footwear must be worn in all areas of the facility and whilst exercising. No jeans allowed in the gymnasium or group exercise studio.
- B) If the fire alarm sounds, all persons must leave the facility immediately through the nearest fire exit.
- C) In the event of an emergency, you must contact a member of the health and fitness team. Where appropriate first aid and assistance can be obtained.
- D) Food, glass, and glass bottles are not allowed in the sports hall, gymnasium or studio areas.
- E) Smoking is not permitted anywhere in the facility.
- F) The consumption of food is not permitted within Club Vitalize. Food and beverages with the exception of water should be consumed outside the facility.
- G) Please wipe down equipment in Club Vitalize after use.
- H) Club Vitalize encourages you to be courteous to fellow members and to ensure that time restrictions on the equipment are adhered to.

16) Changing rooms

- A) All twilight members are permitted to use the staff changing facilities.

17 Lockers

- A) Lockers are available to rent. Should you wish to rent a locker please speak to a member of staff.
- B) Members who do not rent a locker are required to provide their own padlock for the use of the lockers.
- C) All lockers except for those that have been rented out are emptied at the end of each evening and any items found will be placed in lost property.
- D) If you find any lost property you must hand it into reception immediately.

18) Lost property

- A) All lost property items will be stored for a period of 4 weeks. Any unclaimed items will then be disposed of.
- B) Items considered to be unhygienic will be disposed of immediately.

19) Gym and studio facilities

- A) All Health and Fitness Coaches on duty are fully qualified.
- B) When using a piece of equipment for the first time you must seek assistance.
- C) In the interests of safety, you will not be admitted into the classes after the warm up period. You must arrive at the start time of each class to ensure your entry.
- D) You are requested to put away mats and other exercise equipment after use.
- E) From time-to-time classes may need to be cancelled due to instructor illness/injury. Where possible we will replace the instructor with another member of staff. Should the class need to be cancelled we will advertise this on the member notice board in Reception in advance.
- F) Where members have given their consent to be contacted by email we will advise of any cancellations or changes to the fitness classes by email.
- G) Please bring with you your own sweat towels for classes.

20) Health and Exercise Precautions

- A) You must make sure you fully warm up and cool down at the beginning and end of every activity.
- B) You must ensure you take plenty of water on board during your activity to avoid dehydration.
- C) You must not do strenuous physical activities without getting medical advice if you have concerns about your physical condition.
- C) You must tell a fitness coach when you join, anything that is relevant to your physical condition and keep this information updated throughout your membership.
- D) You are responsible for monitoring your own physical condition. If you suffer any unusual symptoms, you must immediately stop the activity and tell a health and fitness coach.
- E) You must not increase your exercise program beyond the progressions stipulated by the fitness instructor(s) without first consulting them. You should not use an unfamiliar piece of equipment without first consulting a member of the Club Vitalize staff.
- F) You must not exercise if you have been drinking alcohol, lost a lot of sleep, not eaten sufficiently, have a heavy cold or flu, are under medication or feel that your health is comprised in any way.
- G) If you have any form of lay-off from exercise, you are advised not to carry on the previous exercise regime, but instead move to a more appropriate workout and build up again gradually. Please consult a member of the fitness staff for guidance.

21) Health and Exercise Recommendations

- A) In the event of pregnancy, injury or medical operation please consult with your doctor before exercise and act on their advice.
- B) Listen to your body. If any exercise hurts or you feel unwell or lightheaded, stop exercising and inform a member of staff.

22) Data protection

The College will hold your personal information securely in accordance with its Data Protection Policy. The College may use the information you provided to contact you about special offers and opportunities. If you don't wish to be contacted in this way or you wish to see the Data Protection Policy please email Alfie.jenkins@solihull.ac.uk

By joining Club Vitalize, you agree to these terms and conditions