

## **TERMS & CONDITIONS OF MEMBERSHIP**

- ✓ Members can book Arena Sports Centre (Arena) facilities up to 7 days in advance by telephone or in person, (without having to pay in advance). A membership number must be given when booking the facilities. Fees, where applicable, must be paid before the use of the relevant facility, unless the Club is on a Contract booking.
- ✓ Any members who hire the Arena facilities are responsible for their guests behaviour, this includes whilst participating, changing & socialising within the Arena.
- ✓ **If any booking is cancelled by the member within 24 hours of the hire time** (and the facility is not relet) **the member will be liable to pay in full.**
- ✓ At the Arena Managers discretion, Members who consistently cancel bookings to the detriment of other members can have their booking privileges suspended or removed.
- ✓ Club Members can only make contract bookings. Only the main named Club member may book facilities on behalf of their Club, the main named member may nominate (in writing) other members to a maximum of five names, unless otherwise agreed with the Arena Manager. Contract bookings must meet the terms & conditions as stated by the form.
- ✓ Members are also entitled to preferential members rates for most activities.
- ✓ Direct Debit membership will continue as long as required. Cancellation of membership must be in writing with 31 days' notice to the Arena Manager. A final payment within the 31 days' notice period will be requested and that a full month's membership entitlement from this payment will be extended to the member wishing to terminate the membership at which point the membership will be ceased. We strongly advise you to cancel your direct debit instruction with your bank at the same time.
- ✓ We recommend you only purchase the yearly membership if you are confident that the facilities are required for this period. Regretfully, we cannot offer refunds or compensate for unused time.
- ✓ Arena Membership is non-transferable.
- ✓ Family membership comprises of two adults & two children, all of which must live at the same address.
- ✓ Concessionary membership applies to under 16 year olds, full-time students, over 60 years olds, Job seekers allowance & unemployment benefit, people claiming income support, & disability working allowance.
- ✓ Members are advised not to undertake strenuous physical activities if they have reservations as to their physical condition without seeking medical advice in advance. All members must undergo an initial assessment and a basic supervised induction course before using the Gym.
- ✓ No animals are permitted in the Arena buildings with the exception of registered guide dogs.
- ✓ The main entrance to the Arena must be used when entering or leaving. Alarmed fire exits, which are clearly marked, are there in the interest of safety and must only be used in an emergency.
- ✓ Arena will not accept liability for the personal property of members or their guests, lockers are provided for the use to store non-valuable property. The Arena recommends no valuables are brought into the building.
- ✓ Arena cannot accept any liability for injury to any member or guest that may occur on the premises or within the grounds of the Arena, other than liability which may arise from the negligence of the Arena, it's staff or it's agents.
- ✓ Any member who suffers an accident on the Arena grounds must report it to the Arena Manager immediately.
- ✓ Only sealed plastic drinking containers are permitted in any training area.
- ✓ In the interests of safety, no glass, whether bottle, jar or drinking glass may be taken into any playing area or changing room.
- ✓ Setting up of equipment is part of the hire period, this will be kept to an absolute minimum.
- ✓ The Arena controls all coaching & personal training. No coaching or personal training is permitted without the prior written consent from the Arena Manager.
- ✓ Members & guests must wear a form of dress as deemed appropriate by the Duty Manager to the time of day & place on all occasions.
- ✓ Only non-marking shoes are permitted in the main hall & studio.
- ✓ Opening hours of the Arena will be available from Reception on request.
- ✓ Users are reminded that food & drink brought or prepared elsewhere may not be consumed within the Arena unless special arrangements have been made beforehand with the Arena Centre Manager.
- ✓ The Centre's first aid box can be found in the First Aid Room located on the ground floor near Reception.
- ✓ In the event of a fire, please make sure you and your guests leave by the nearest fire exit pressing the emergency button on the way to assemble in the car park.
- ✓ Car parking is only permitted in designated parking bays. Vehicles are left in the Arena car park entirely at the owner's risk. In the interests of safety please drive slowly within the College campus.
- ✓ The Arena may, at any time, withdraw all or part of a facility for any period or periods and with or without notice in connection with any cleaning, repair, alteration or maintenance work or for any reasons beyond their control.
- ✓ Please check on website for Terms and Conditions relating to specific Arena Gym and Fitness Memberships.

**Smoking is not permitted in any part of the Arena Sports Centre.**

