

FAQs

Parties:

❖ **How old does my child have to be?**

Fun and Games: 3yrs and up. Any guests that are under 3 must be accompanied by an adult at all times.

Splash Party: 8-14 Years

❖ **How many guests can I have?**

Fun and Games: Max. 25 – An Extra Party Host can be purchased for £25 which allows up to Max.40 in a party

Splash Party: Max. 25

❖ **Do I have to pay the full amount on booking?**

Yes, full payment is required on booking – spaces cannot be held until full payment is taken. This can be done over the phone or in person.

➤ For more info go to: <http://www.arenasportscentre.co.uk/Kids/Childrens-Parties>

❖ **For Splash Parties, does my child need to be able to swim a certain distance?**

Yes, each child will be asked to do a swim test to swim a whole length (deep end to shallow end). This is for safety regulations, if they are unable to complete this they will not be able to use the inflatables or be in the deep end.

❖ **Are there set rules in the parties?**

There are safety regulations implemented in both Splash and Fun and Games parties. These are explained by party hosts at the beginning of the party and the parent of the birthday child is requested to be present during this explanation. Rules that are in place during public sessions apply to parties. Ts and Cs can be found on our website.

❖ **What if guests at Splash Parties are younger/non-swimmers?**

Non swimmers and younger children must have an adult with them at all times (2 Children per Adult Max.)

Gym:

❖ Do I have to pay a joining fee?

Yes, we have a £30 joining fee for all memberships. *However*, look out for seasonal deals on our Special Offers page:

<http://www.arenasportscentre.co.uk/about/special-offers>

❖ Do I have to do an induction?

Yes, you will have to do an induction – even if you have used a gym before.

❖ If I no longer want to carry on my membership, can it be cancelled?

Your membership can be cancelled whenever you like, all you have to do is email in to: info@arenasportscentre.com with your Name, D.O.B, Membership Number (Found on your card) and stating you would like to cancel your membership.

PLEASE NOTE: Cancelling requires 31 days notice

❖ How old do you have to be to join the gym?

16 years old

❖ What do I wear?

We recommend normal sportswear, anything comfortable that you can work out in. E.g Sports tops, tracksuit bottoms, leggings, shorts, trainers etc.

❖ I want to join the gym but I can't use it regularly enough to pay monthly. Can I pay as I go?

Yes you can. We offer a casual membership that requires a £30 joining fee and £5 per visit or £4 at a concessionary rate.

❖ Am I able to freeze payment on my membership?

Yes this can be done. It can be done once a year for a maximum of 2 months.

❖ Can I change my membership type?

This can be done. You just need to email in to info@arenasportscentre.com with your full name, membership number and that you would like to amend your membership. If you would more info on other memberships prior to this then get in contact with us.

Fitness Classes:

❖ Do I have to be a member to do classes?

No you don't have to be a member. Non-member rates are £5 per class, or £10 for classes that are 1.5 hrs. Member rates are £4/£8 per class. Ultimate members get classes as part of their membership therefore there is no extra cost.

❖ When should I arrive for a class?

We recommend arriving at least 5 minutes before the class starts, if you arrive late to the class you will not be able to attend due to safety and warming up.

❖ Can I buy a membership that allows me to do unlimited classes?

Yes, we do a Fitness Class Membership for £24 per month or with Concessionary discount £21 per month. Alternatively, having our Ultimate Membership allows you to pay no extra charge for classes.

❖ Do I have to pre-book classes?

If you would like to guarantee your spot on a class you can book up to a week in advance. Members can pay when they attend the session however Non-members must pay on booking. Never the less you do not have to pre-book, you can pay and book your space when you arrive however we recommend pre-booking on busier classes.

❖ If I can no longer attend a class, how much notice do I need to give?

6 hrs notice must be given to cancel a class, if you do not attend or cancel after the 6 hrs mark, then an arrears will be automatically added to your account at the price of the class.