

THE
LEISURE CLUB
AT GURNARD PINES

TERMS AND CONDITIONS

Leisure Club Reception:

1. This will be your first port of call when visiting the Leisure Club. Upon every visit you will need to produce a valid membership card and pay any tariffs as designated by your membership.
2. For your own security and protection we operate a 'three no card system', this means if you forget your card on three separate occasions within a period decided by the management (typically eight weeks) you will be refused entry until you have obtained a new card. You can obtain a replacement card at a cost of £5.00.
3. Gurnard Pines reserves the right to close the club (or any facility within the club) for any period and for any reason, in this event our best will be done to provide as much notice as possible to our members.
4. The Leisure Club standard hours of operation can be obtained on request from Leisure Club reception. Such hours may be lengthened or shortened at the discretion of the management, with or without prior notice to the member. All timetables are subject to change.
5. If the Member shall, in the reasonable opinion of the management, cause annoyance or nuisance to the Leisure Club staff or other Members, or misuses the clubs facilities or equipment, or commits serious breaches of club rules and policies, the management may refuse the Member entry and subsequently cancel their membership.
6. The management reserves the right to refuse entry to any part of the complex at their own discretion.

Definitions of Gurnard Pines Membership levels:

1. Club: Unlimited swimming.
2. Executive: Unlimited use of Swimming Pools, Fitness Suite, Tennis Courts, Fitness Suite Induction and regular 1 to 1 Fitness Assessments.
3. Premier: Unlimited use of Swimming, Fitness Suite, Leisure Club and Tennis Courts. Plus Fitness Suite induction and 1 to 1 Fitness Suite assessments. All Studio Classes run by the Leisure Club team.

Membership Age levels:

1. Adult: 18 - 59
2. Senior: 60+
3. Child: 4 - 12
4. Child: 13 - 17

Membership Payments:

1. We offer a variety of membership contracts. All memberships paid in full are on a fixed term contract. All memberships paid by monthly direct debit are rolling and do not have a fixed end date.
2. Any subscriptions paid in full on commencement of the membership are non refundable should the Member wish to cancel. Memberships of 12 months or more are not charged a registration fee. A registration fee applies to shorter term memberships and will be advised when joining.
3. Any subscriptions paid by direct debit can be cancelled at any time during the membership as long as 30 days written notice is given. Should a Member wish to cancel their membership at any time, Members are asked to observe the 30 day notice and put their cancellation in writing addressed to Gurnard Pines Membership Department. During this time, one further month's subscription will be debited except where your cancellation is received on the first day of the month. When posted first class from an inland address in the United Kingdom, the letter will have deemed to have been received on the second business day after the date of posting. Failure to provide the notice by this date will postpone a member cancellation to the following month. Memberships paid by direct debit are not charged a registration fee.
4. All direct debit subscriptions are rolling and will continue until cancelled either by the Member or by Gurnard Pines. Payments are debited on the first of each month.
5. All Members wishing to pay their subscriptions by direct debit are asked to pay an initial one month payment upon joining when joining before the 15th of the month. This will cover the first month payment and allow for subsequent monthly payments to be taken by direct debit one month after joining. When joining after the 15th of the month, there will be a pro-rata of the remainder of the first month plus full payment upfront for the second month. This covers subscription until the first monthly payment can be taken by direct debit two months after joining.
6. **Failure to make a direct debit payment will result in suspension or cancellation of membership until the unpaid amount is received. Please note, payments returned by the bank may effect your personal credit rating score.**
7. In the event of a missed payment the Members entitlements will be suspended until payment has been received. Payment should be received within one week of due date, failure to do so will lead to termination of contract.

8. Gurnard Pines reserves the right to cancel any membership with reason should a Member be deemed as unsuitable or have broken club terms and conditions and club etiquette.

Suspension/ Freeze of membership:

Gurnard Pines will permit a Member to suspend their membership for a maximum of three months on grounds of medical advice – if provided in writing by a certified doctor. Or for reasons of work relocation – if a letter is provided by the employer.

Guest Passes and Guest Entry:

All new Members will be issued with three guest passes to be used during the period of membership. These passes are for either a child or an adult.

Leisure Club Facilities

SWIMMING POOLS:

1. Indoor heated swimming pool and outdoor seasonal swimming pool is open to all Members.
2. The Indoor Swimming Pool is constantly supervised by qualified RLSS Lifeguards.
3. The Outdoor Pool is an unsupervised facility – no lane swimming permitted.
4. Gurnard Pines offers swimming lessons by fully qualified ASA swimming teachers, if you are interested please ask at Leisure Club reception.
5. Members 13 years and over may use the pools unaccompanied, all children under 13 must be accompanied by an adult. This supervision does not have to be in the water, however if your child is under 8 or a non-swimmer the lifeguards may insist on 'in-water' supervision.
6. Please see poolside signs for rules of use.
7. The management reserve the right to refuse entry at their own discretion.

FITNESS SUITE:

1. It is compulsory that every Member wishing to use the Fitness Suite must complete a short induction, this is inclusive in the cost of a new membership to Premier and Executive members.
2. Whilst Gurnard Pines offers qualified Instructors it does not offer constant supervision.
3. The minimum age for the Fitness Suite is 16 years.
4. 1 to 1 assessments are only available to Premier and Executive members and can be booked at Leisure Club reception.
5. Please make yourself aware of the rules of use, which can be found on the door on entry and on various walls within the Fitness Suite. Failure to adhere to rules may result in suspension or termination of membership.
6. The management reserve the right to refuse entry at their own discretion.

TENNIS COURTS:

1. Gurnard Pines offers coaching courses for all ages and abilities. Regular courses are throughout the year; if you are interested in any coaching please ask for the Tennis Coach at Leisure Club reception.
2. The Tennis Courts can only be booked for an hour at a time, additional hours will be charged. The Tennis Courts can be booked at Leisure Club reception.
3. To ensure availability to all members the Tennis Courts can only be booked up one week in advance. A maximum of 2 bookings can be made at once.
4. Junior members who play other Junior members will receive a £2 discount on the price of court.
5. Hire of a court is open to Club members at the charge of £5 per hour. Floodlights can be provided at night for no additional fee.
6. Three no-shows or cancellations without appropriate notice (three hours) will incur a £15 charge.
7. Priority will be given to Coaching sessions and any other organised event.
8. If courts are needed, Gurnard Pines reserve the right to cancel Court bookings without notice, although our best will be done to inform members of the situation.
9. The management reserve the right to refuse entry at their own discretion.

FITNESS STUDIO:

1. Presentation of a valid membership card secures members discount.
2. Studio classes are open to Members and Resort Temporary guests.
3. Entry to the class will NOT be permitted after the warm up has finished.
4. Correct clothing and non marking footwear must be worn at all times.
5. It is advisable to book in advance for classes. Priority, however, must be given to Premier Members of the Leisure

Club. To ensure availability, classes can only be booked up to two weeks in advance for Premier Members, or 3 days in advance for all other Members and Resort Temporary guests. A maximum of 2 bookings can be made at once.

6. Three no shows or cancellations without appropriate notice will incur a £15 charge and may affect future booking privileges.
7. Minimum age for entry to a studio class is 16 except where a class is specified as junior.
8. Independent instructors not employed by the Leisure Club may run some specialist classes. These classes will be advertised separately and all bookings and payments must be made through the independent instructors. These classes are not included in any membership.
9. All class times and tariffs are subject to change.
10. Management and instructors reserve the right to refuse entry to any class.

Terms and Conditions - Membership Benefits

All benefits valid to new and renewing members from 1st May 2009 until advised otherwise and are subject to availability. The benefits have no cash value and cannot be exchanged for any other discount.

1. Leisure Club recommend a friend £30.00 dinner voucher: valid for one transaction no change to be given. Voucher will be issued on the 1st payment taken from their account. Only one voucher may be redeemed at a time.
3. Wedding and Conference bookings £30.00 dinner voucher: valid for one transaction, no change to be given. Voucher will be issued on full payment of the wedding or function. One voucher to be redeemed at a time.
4. Holiday/accommodation bookings £30.00 dinner voucher: valid for one transaction, no change to be given. Voucher will be issued on payment of the full balance of their holiday booking after the guest's departure and will not be issued if the booking is cancelled. One voucher to be redeemed at a time.
5. One month free membership: valid for new and renewed memberships paid for with a single up front payment. Additional month membership will be added to a membership by validating your membership card for 13 months. One month free membership is non transferable and cannot be exchanged for cash or any other discount.
6. Corporate rate Membership for Individual members with five or more years of continuous membership: no other discounts can be combined with this offer including Senior or disabled discounts. This lower rate of membership must be requested at the time of renewing and is not automatically offered. You may be required to provide documentary proof of five years minimum continuous membership. This membership is available on 12-month fixed term memberships paid in full or rolling monthly direct debit payment, but cannot be used on shorter term memberships. In the case that a direct debit is returned unpaid, you will no longer be deemed to have a continuous membership and your next payment will be at the advertised Individual rate.
7. Discount in The Brasserie: this is a 10% discount on all food and drink purchased at The Brasserie at any time, excluding grocery products. This discount is subject to presentation of your membership card at the time of purchasing and cannot be transferred to any other person. This offer cannot be combined with the £30.00 dinner voucher offer.
8. The Lifestyle - quarterly Member's newsletter. Until September 2009 this will be posted to all Adult members on the date of publication. From October 2009, this newsletter will be emailed to all Members who have supplied a valid email address. For all other members this will be available to download from the Gurnard Pines website or copies will be available at The Leisure Club. Benefits advised in the newsletter are available to Members with a valid membership only and cannot be transferred to non-Members or any other period.

Over the course of the year, your membership card will bring you additional exclusive benefits in conjunction with some of our business partners. All Members will be notified via Leisure Club reception, by email or via The Lifestyle newsletter.

Data Protection:

Gurnard Pines will protect the data of all their Members. No data will be passed onto any external third party.

Additional Terms and Conditions:

1. Members will be formally notified in writing should there be any additions or amendments to these terms and conditions.
2. This contract is governed interpreted to the Law of England and Wales.