

# REFLECTIONS

HEALTH | LEISURE | SUN TERRACE

## CLUB RULES

1. The Club shall be called Reflections and shall be a proprietary club owned by Tormage Limited (the "Owner") located at West Hanningfield Road, Great Baddow, Chelmsford, Essex CM2 8HR and administered by the Manager of the Club (the "Manager") or by such persons as the Owner shall nominate

### 2. Membership

- (i) Persons wishing to become a Member of the Club shall complete the official application form and submit the form. Each application form must be accompanied by the relevant joining/reconnection fee (if applicable)
- (ii) Proof of identity, age and address may be required for all classifications of membership. A photograph will be taken by a member of staff upon joining as a Member
- (iii) Full Membership and Off-Peak Membership are strictly for persons aged 16 years and over
- (iv) A Junior Membership can be purchased in conjunction with the Full Membership or Off-Peak Membership and is available to any number of the Member's children aged between 3 and 15 years
- (v) In the event of a child's 16th birthday falling mid-term of the monthly Membership, they will still be deemed a Junior until the next month's renewal date, when they may apply to become a Member in their own right
- (vi) A Terrapin is a child between the ages of 3 months and 2 years and may only use the centre when accompanied on a one to one basis by a paying Adult Member
- (vii) In the event of a Terrapin's 3rd birthday falling mid-term of their parent or guardian's monthly Membership, they will still be deemed a Terrapin until the monthly renewal date, when the Junior Membership will apply
- (viii) Absolute discretion is granted to the Owner and the Manager to reject any application or renewal for all monthly Memberships without ascribing any reason for so doing; in such case any monies sent will be immediately refunded
- (ix) On acceptance of a new application, the applicant will receive a Membership card, which will remain the property of the Owner which, upon the termination of Membership for whatever reason, will be returnable to the Owner on demand. Members are responsible for collecting their own Membership cards from the Club. Renewed monthly Memberships retain the original card
- (x) Once issued with a Membership card, the Member is responsible for that card, and should it be lost or stolen they must replace the card at a cost to that Member of £5.00
- (xi) Membership is strictly non-transferable from person to person, and fees are not refundable under any circumstance
- (xii) Temporary Membership is granted to our neighbouring Pontlands Park guests during their stay in the Hotel, provided they observe the Club rules
- (xiii) All Members must sign their application form, and Temporary & Day Members must sign the appropriate form to say that they have read and understood the Conditions of Membership and the Club Rules
- (xiv) Members must notify in writing to the Manager any changes to their name, address, email address or bank details
- (xv) If you wish to change the category of your Membership this can only be done at monthly renewal
- (xvi) Day visits are bookable only via Reflections website & must be paid in advance, which is non-refundable and non-transferable
- (xvii) We communicate with Members via a third party mailing database, which the email provided on your application form will automatically be added. Your email address will only be accessible to the Heritage Leisure group and if you would like to view our privacy policy please visit our website

### 3. Subscriptions

- (i) Monthly Membership and charges for individual facilities shall be such amounts as the Owner in its sole discretion shall determine from time to time
- (ii) The joining and reconnection fee are applicable to all new Members and to previous Members whose Memberships have lapsed (more than one month) respectively
- (iii) The bank administration fee is applicable to all Members monthly direct debits which are rejected by their bank and is charged on each occurrence
- (iv) All prices are inclusive of VAT at the current rate (iv) The Club closes twice a year for essential maintenance (10 days in total). The closure days, along with reduced hours on all bank holidays & over the Christmas holiday are calculated as part of your monthly subscription. No refunds will be provided

### 4. Club Facilities and Usage

- (i) The Club does not provide towels free of charge to Members or Day Visitors and should you forget your towel they can be hired from reception
- (ii) Loungers are available on a first come, first served basis. Loungers are not to be reserved and only 1 lounger per person is permitted
- (iii) All Members are particularly advised not to undertake strenuous physical activity for which they might be medically unfit. The Owner will not be in any way responsible for any harm that may come to a Member as a result of their undertaking within the Club any activity which is beyond their physical capability. Members are advised to have a consultation and assessment with their doctor before commencing exercise
- (iv) The minimum age limit for use of the facilities is 3 months. Children may only use the facilities, during their designated sessions, if they are supervised and under strict parental control, whose duty it will be to ensure that the child uses the facilities correctly and safely. (Children aged from 3 months to 15 years who are not proficient swimmers require minimum one adult to one child. Children aged 3 to 15 years who can swim require minimum one adult to three children)
- (v) When in the pool, Terrapins who are not potty trained must wear waterproof nappies
- (vi) Terrapins and Junior Members aged 15 and under may not remain in the Club after the end of their designated sessions, however, they are welcome to use the Café Bar so long as they are accompanied by an Adult. They must not be left with staff, unattended in the Café Bar or by the pool while their parents or guardians continue to use the facilities
- (vii) Children over 8 cannot enter the changing rooms or other areas reserved for the opposite sex, whether or not they are with

- you. If you wish to remain with your child rather than them use the changing rooms unsupervised then you can use the privacy changing rooms in the sauna/steam room corridor. This does not apply to the toilets as they are separated from the changing rooms by a door
- (viii) Members should not use the facilities of the Club while under the influence of antihistamines, vasoconstrictors, narcotics or tranquillisers and those with any medical conditions should check with their doctor that it is safe for them to use the Club's facilities. If for any reason you require supervision during your visit, the staff on duty cannot be responsible for this and another member or guest must remain with you at all times
  - (ix) Members should be suitably attired whilst using the facilities - bathrobes (not supplied) or full clothing required in the Café Bar
  - (x) With the exception of the Café Bar and the fitness room, no outdoor shoes are permitted inside the Club. Bare feet or "flipflop" style footwear only
  - (xi) Steam room, sauna and fitness room are available. Instructions are posted and must be complied with. The Owner shall not be liable for the consequences of any person failing to follow such instructions and shall be entitled to remove from the Club forthwith any such person. Children 15 and under are not permitted in the steam room, sauna or fitness room. The use of water and oils are not permitted in the sauna. Children under 5 may not use the Jacuzzis. Children over 5 may use the Jacuzzis if supervised by an adult
  - (xii) The facilities in the fitness room are unsupervised and used at the Member's own risk. The Owner accepts no liability when using the equipment
  - (xiii) The Owner reserves the right to restrict the number of Members using the facilities at any one time
  - (xiv) In the interest of safety, running, diving, jumping and heavy petting are not permitted, nor is the use of snorkels, flippers, beach balls and mermaid tails.
  - (xv) In the interest of hygiene, we do not allow the use of razors or nail clippers in any part of the Club
  - (xvi) Smoking, including the use of e-cigarettes, is not permitted anywhere on the Club's premises except in an outside designated area
  - (xvii) All visitors' mobile phones should be on silent for the comfort of all
  - (xviii) Any photographs taken by visitors at the Club must have consent of all parties it may feature
  - (xix) On Tuesday, Wednesday & Thursday mornings, Members need to vacate the facilities for the changing rooms at 8am, and the changing rooms by 8.15am
  - (xx) Children 15 and under need to vacate the facilities and access the changing rooms weekdays at 6pm and weekends at 5pm the latest
  - (xxi) On Baby Nurture mornings the changing rooms need to be vacated by the hirer at 10.45am
  - (xxii) The Club has a last entry policy of 40 minutes before closing
  - (xxiii) The Club facilities must be cleared 20 minutes before closing time to allow adequate time for showering and dressing
  - (xxiv) We try to maintain all of our equipment at a high level of maintenance, however when we have a breakdown out of our control, we are unable to offer refunds
  - (xxv) CCTV is located around the entire Club, except for changing areas, showers, and bathrooms
  - (xxvi) Any problems encountered with other Members should only be dealt with by the staff; if you have anything you would like to bring to the management's attention, all correspondence should be sent direct to Head Office for the attention of Mr Jason Bartella or via email to pa@heritageleisure.co.uk
  - (xx) Following a risk assessment of the hazards within the premises, particularly looking at the physical building, the users, and the controls & procedures in place, we do not believe it would be reasonably practicable to provide the services of a supervising

#### 1. Spot the dangers

Take care, swimming pools can be hazardous. Water presents a risk of drowning, and injuries can occur from hitting the hard surrounds, or from misuse of the equipment. Every pool is different, so always make sure you know how deep the water is, and check for other hazards such as steep slopes into deeper water, etc.

#### 2. Always swim within your ability

Never swim after a heavy meal or after alcohol. Avoid holding your breath and swimming long distances under water. Be especially careful if you have a medical condition such as epilepsy, asthma, diabetes or heart problems. Follow advice provided for the safety of yourself and others. Avoid unruly behaviour which can be dangerous: for instance, running on the side of the pool, ducking, acrobatics in the water, or shouting or screaming (which could distract attention from an emergency).

Remember that a moment of foolish behaviour can cost a life.

#### 3. Look out for yourself and other swimmers

It is safer to swim with a companion. Keep an eye open for others, particularly younger children and non-swimmers.

#### 4. Learn how to help

If you see somebody in difficulty, call for help immediately. In an emergency, keep calm and do exactly as you are told.

Please note that membership of the Club and the use of the pools is dependent on the acknowledgement and the strict adherence to this user code and all Club safety rules

#### 5. Conditions for outdoor pool and Jacuzzi area

- (i) Access to the outdoor pool will not be covered
- (ii) The outdoor Jacuzzi runs subject to safety all year round
- (iii) During the winter months the patio areas will be cleared of all loungers
- (iv) The outdoor telescopic pool enclosure will be open in the summer and closed in the winter
- (v) It is your responsibility to notify Reception should you be swimming in the outdoor pool alone
- (vi) Manager/Owner reserve the right not to allow use of the outdoor pool for safety purposes due to weather conditions
- (vii) For your own safety during adverse weather conditions, please ensure that you take extreme care when proceeding to the outdoor areas

#### 6. Club Admission

- (i) For insurance purposes, all Members must produce their Membership cards to gain entry to the Club and sign in
- (ii) Except with the prior consent of the Manager, no Members shall at any time introduce any person for Day Membership if that

- (iii) person has, at any time, been rejected as a Member, or had a Membership terminated or suspended  
A Member introducing a Day Member shall be responsible for the good conduct of such person whilst on the Club premises and shall ensure that he or she complies with the Rules of the Club
- (iv) All Members must shower before using the leisure facilities
- (v) Members or guests may not enter the Club under the influence of alcohol or illegal drugs. Conduct should be in a well-mannered fashion when in the Club and in a manner that will not disturb or impair the use and enjoyment of the Club by any other person. Any form of abuse, verbal or physical, will not be tolerated, in particular you may not use foul, loud, or abusive language, nor will you behave in a threatening manner, or harass, other Members, guests, visitors, or members of staff. Refusal to behave in a well-mannered fashion will result in being asked to leave the Club

#### 7. Opening Times

The time at which any or all of the facilities shall be available to Members shall be at the discretion of the Owner or the Manager. Any or all of the facilities may be closed at any time for the purpose of cleaning, decorating, repairs, health & safety issues, events or Government guidelines

#### 8. Café Bar

- (i) Non - members will not be charged entry to Reflections Café Bar. Spectators and those not making use of the Club facilities will not be permitted access to the Club unless the appropriate Day Membership rate has been paid
- (ii) Only food and drinks purchased from the Café Bar may be consumed on the premises. No chewing gum allowed
- (iii) Children 15 and under must be accompanied by an adult whilst in the Café Bar
- (iv) Items on our menu may contain allergens, if you have any dietary requirements then please speak to a member of the team for more details
- (v) Customers of the Café Bar would need to use the hotel toilets

#### 9. Owner's Liability

- (i) The Owner and its employees will not be liable in any way for the loss of, or damage to, the property of Members, guests or visitors, or for personal injury to, or death of, any Member, guest or visitor except to the extent that such loss, damage, personal injury or death arises from the wilful act, neglect or default of the Owner or any of its employees or agents
- (ii) The Owner and its employees will not be responsible for loss or damage of money, jewellery, valuables or personal items of any kind. Please do not wear any jewellery or carry any valuables and ensure that the lockers are used for such items

#### 10. Security

Although lockers are provided, no responsibility is accepted for money and valuables. Any clothes or valuables are left at their owner's risk

#### 11. Termination of Membership

- (i) The Owner or the Manager in their absolute discretion and without giving any reason therefor may at any time terminate the Membership of any Member. It shall be at the sole discretion of the Owner whether or not a Member's subscription shall be repayable to him or her in full or in part in any case of termination of Membership
- (ii) Cancellation of a monthly Membership MUST be notified in writing with a cancellation period of at least 30 days

#### 12. Closing of the Club

The Owner shall have the power and right at any time upon one month's notice to Members to discontinue the Club

#### 13. Compliance with Rules

The Owner in its sole discretion may at any time vary the Rules or any entry fee or Membership subscription or any of the charges for the use of any or all of the facilities. Notice of such variation shall be given to Members by exhibition thereof on the Club's notice board. Members will further comply with any direction which the Manager may give to ensure the smooth operation of the Club, the use of the facilities and the convenience of all Members. The Manager, whose decision shall be final and binding on all Members, shall determine any dispute or difference that may arise in regard to the interpretation of these Rules

#### 14. Recommendations

- (i) It is not recommended to spend more than 15 minutes in the Jacuzzi, sauna or steam room
- (ii) It is not advisable to use the Jacuzzi, sauna or steam room if you are pregnant
- (iii) It is recommended that all jewellery is removed prior to using the facilities as a precaution against loss or damage. We cannot be held responsible for loss or damage to any jewellery
- (iv) It is recommended for your own safety to observe the location of the emergency button in the fitness room

Please visit our website for our Privacy Policy

**PLEASE MAKE SURE THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO COMPLY WITH THE CONDITIONS OF MEMBERSHIP AND CLUB RULES OF REFLECTIONS HEALTH & LEISURE BEFORE SUBMITTING YOUR APPLICATION FORM**