

Membership Rules, Terms & Conditions

- All members and guests must have suitable ID to enable entry and use of Warren Active's facilities.
- It is the member's responsibility to inform Warren Active of any change of contact/address details.
- All members must swipe in with their membership card upon every entry to the gym. Replacement membership card due to loss, theft or damage will be charged at £4.00.
- Members or guests must wear suitable clothing, gym wear and footwear at all times at the gym. When entering the sauna, steamroom & spa please wear suitable swimwear.
- Lockers are for day use only, not for overnight storage.
- **Members or guests will not be permitted to join classes more than 5 minutes after the class has started. This is to ensure the class is safe and to avoid interrupting other attendees. Class entry will only be guaranteed for members who book a slot in advance.**
- Members will not be permitted to use Halo Bookings, if they continue to no-show. From 1 September 2023, if a place is booked and not Cancelled in advance Half Hour before this class begins, we will be operating a 3 no-show policy to restrict usage by One Week from the last class booked. Class bookings are being made with repetitive no-shows thus this place can not be made available for other users. Certain classes now have a waiting list and we wish to offer these free places to all.
- Membership is personal to the member and cannot be reassigned, transferred, sold on or otherwise disposed of. Members who lend their card to third parties will have their membership and other services cancelled without refund.
- Membership may be refused or cancelled with good reason at the discretion of the management at any time. Admission may be refused at the discretion of the Management. Warren Active does not accept any form of threatening or abusive behaviour to members, guests or staff.
- Warren Active does not accept liability for any loss, damage or injury as a result of using our facilities.
- Facilities and services may vary at the discretion of the management.
- All members agree to abide by the conduct rules of the gym as defined here and posted on our website.
- The Management's reasonable interpretation of the Gym Rules is final.

Conduct Rules

- Warren Active celebrates difference, insists on respect, and promotes tolerance. Offensive and disrespectful members will be banned.
- Members will be held responsible for the behaviour of their guests.
- Any member's conduct deemed to be prejudicial to the interest and good name of the gym will not be tolerated.
- Suitable training clothes must be worn. Members will not be permitted to work out wearing jeans or without tops/suitable training shoes.
- Try not to drop weights on the floor. The noise is startling, and there's a chance the weight will bounce or roll and harm someone.
- Put equipment back where it belongs for health and safety reasons and so others users can use it.
- Wipe off benches and machines after you use them.
- Please clean up after yourself. Don't leave puddles of water on the sink, piles of paper towels on the floor, or your clothes all over the bench while you're showering.
- Bags should not be brought into the training areas.
- Smoking or the consumption of alcohol will not be permitted on the premises.
- Report any faults immediately to staff on duty or to reception.

- The consumption, possession, or distribution of illegal or non-prescribed substances will not be tolerated.
- Members must use all the equipment with care.
- Private commercial transactions of any nature will not be tolerated.
- Each member should comply with the instructions of staff in the interests of health and safety.
- Published closing times apply to the gym floor, members must vacate the premises within 15 minutes of these advertised times.

Personal Training Rules

- Only personal trainers/instructors approved by the Management may use the gym for Personal Training.
- Members shall not be permitted to give personal instruction for financial gain or otherwise.

Disclaimers

- Neither the gym nor the employees or agents of the gym shall be liable for any loss, damage or theft of personal property belonging to the member, or any guest of the member, occurring on the gym premises.
- Neither the gym nor the employees or the agents shall be responsible for any injury occurring upon the gym premises as a result of the misuse of the facilities and/or equipment provided by the gym.
- Members and guests who are in any doubt as to their physical fitness should seek medical advice before training.

Payment and Cancellation

- From 1st October 2020 new members will be charged a £100 joining fee.
- Membership payments are made monthly via direct debit at the start of each calendar month in advance of that months membership. Payment Solutions Limited ("PSL") are a third party used by Warren Lodge Park Limited ("WLP") to administer the direct debit process.
- Should you wish to cancel your membership you are required to provide a whole calendar months' notice and your request must be sent in writing to the Warren Active Reception Team or email at the WLP registered address. For example if notification to cancel is received on 2nd March we will continue to collect payment on 1st April and your last day of membership will be 30th April. WLP will confirm receipt of your notice within 10 working days of receiving it. If you do not receive this confirmation within 10 days, you must immediately notify us.
- Should we not be successful in collecting your direct debit a further attempt will be made, usually within 5 working days. We will contact you should the second attempt be unsuccessful and we will request you make payment via credit/debit card. Your membership will be suspended until cleared funds have been received. Should we not be able to collect payment at all your contract will be terminated with immediate effect.
- Please be aware when cancelling your membership it is your responsibility to ensure your direct debit has been cancelled after your last contractual payment due.

Rules Interpretation

- The Managing Director's interpretation of these rules is final.

I agree to the rules and terms & conditions.

☐ (Please tick)

☐ (Please tick)

Name

Name

Signature

Signature

Date

Date