

WELCOME TO THE “ACRESFIELD EXPERIENCE”

MEMBERS HANDBOOK

We have drawn up this membership handbook to provide you with general information about our facilities and the rules which we have put into place to ensure the safety and wellbeing of all.

All of our members are issued with an access wrist band. This band allows access to the building, to the lockers within the changing rooms and to the lockers on the upper floor close to the entrance to the gym. There is a fee payable for the replacement of lost, stolen or damaged bands. Upon termination of your membership you are required to return your membership band to Acresfield Health Club and Spa.

For those using the facilities between 6.30am and 9am during the week you will need to swipe your wristband across the access reader within the entrance lobby to gain access to the building. From 9am you must use the access reader on the Reception desk. All members are required to have an initial photograph taken at the Reception to prevent abuse of our access system.

Membership is only valid for the named member and cannot be used by anyone else. Therefore you cannot give your membership band to anyone else. If you give your membership band to anyone else then you run the risk of having your membership cancelled immediately without any refund.

The Club reserves the right to refuse entry if a valid membership band is not produced on entry to the Club.

Opening times will be posted on our website www.acresfieldleisure.co.uk and on the information screen within the Foyer. You will be notified by email of any changes to the standard opening hours giving as much notice as possible.

You are respectfully requested to leave the activity areas at the time of closing in order to use the showering and changing facilities. The Club will close within 20 minutes following the end of scheduled activities.

Appropriate rules are displayed within the Club. Please ensure that you read these before using any particular area. Please note that an adult is classed as a person aged 16 and over.

Members under 16 years of age must be supervised at all times whilst in the Club, unless they are involved in a children's activity session.

All members must complete a Pre Activity Questionnaire before using the fitness facilities.

Members and guests are particularly advised not to undertake strenuous physical activity for which they may be medically unfit.

All members and guests use the equipment and facilities entirely at their own risk and the Club does not accept responsibility for any harm or injury to any member or guest however caused.

Members and guests who have any reservations as to their physical condition are advised to have a medical check up before embarking on any exercise.

All members wishing to use the Technogym Fitness Suite should undergo a Fitness Evaluation and a one to one induction with a member of our Fitness Team.

GENERAL

You are not permitted to bring pets (other than guide dogs) on to the Club premises.

You must not consume any food or drink in the Bistro and Foyer Area which you have not bought from within the Club. Crockery and glass in any shape or form is not allowed in the Health Club other than from the Bistro.

Use of photographic equipment is not allowed without the specific approval of the Duty Manager and with the appropriate written consent of those concerned. We reserve the right to use any individual or group photographs or movie shots for press or promotional purposes. Where possible we will ask you to sign a use of image form.

Persons who appear to be under the influence of drink or drugs will be asked to leave the Club.

No smoking or the use of E-Cigarettes within the building.

All equipment, staff and fellow users must be treated with due care and respect.

Appropriate footwear and clothing must be worn at all times whilst in the Club.

Any person whose behaviour is deemed inappropriate by a member of our team will be removed from the Club. Any incidents of this nature should be reported to a member of our team immediately.

The Club reserves the right at any time to set aside facilities for tournaments, exhibitions or other social activities.

LOST PROPERTY

All lost property found on the premises should be handed into the Club Reception. No hair brushes, shampoos, soaps, deodorants or similar products will be kept in lost property, they will be disposed of immediately. All other items will be kept by the Club for 2 weeks and then donated to a local charity.

GUESTS AND VISITORS

Every member (over the age of 16) can bring one guest to the Club upon payment of the Guest fee and completion of a Pre-Activity Questionnaire by the guest. Members must accompany their guest/s at all times.

Once children reach the age of 5 years they will be charged a guest fee at the rate applicable to children.

Members must ensure that their guests abide by the rules of the Club and accept responsibility for their guest's behaviour.

The Club reserves the right to refuse any person admission as a guest to the Club without reason.

EQUIPMENT

Other than purchased retail products, Acresfield property must not be removed from the Club, buildings or grounds. Any person who removes, damages or destroys any property of the Club shall be responsible and liable for the replacement or repair of such property at his or her sole expense and shall indemnify the Club against any costs or expenses however incurred by the Club in repairing or replacing such property. Prosecution will follow in certain cases.

THE CHANGING ROOMS

For the discretion of all of our Members and Guests children are not permitted to use the Changing Rooms of the opposite sex once they have reached their 7th Birthday. If a child is tall for his/her age and is under 7 years it is at our discretion to prevent access into the Changing Rooms of the opposite sex.

Members of our team regularly check these areas. Please assist them by keeping the changing areas as clean and as tidy as possible.

Please use the lockers provided for your personal belongings only. Please note that at closing time the lockers automatically unlock and any item/s left within any locker will be placed in Lost Property. Please therefore remove all of your items from the lockers when you leave the Club.

Please look after your valuables. The Club cannot accept liability for loss or damage to any property left in this area whether stored in lockers or otherwise.

Our team members reserve the right to check lockers to resolve safety/security concerns. We will attempt to contact the member concerned should this occur.

Please dispose of all litter in the bins provided. Please report the presence of any suspicious individuals in the Changing Rooms to a member of our team.

THE GYM/FITNESS SUITE

To promote safe exercise please ask for assistance from a member of our Fitness Team before performing unfamiliar exercises.

For your comfort, appropriate exercise clothing and shoes should be worn whilst exercising.

Please ensure that the equipment is properly sanitised after use using the cleaners provided and that weights are replaced after use.

We urge all members to arrive on time for any appointments with the Fitness Team or Personal Trainers.

Children under the age of 16 are not allowed to use this area.

Personal Training is available at the Club and can be booked at the Reception. Such training is undertaken by qualified experience members of our team. No other personal training is permitted.

FITNESS AND DANCE CLASSES

Classes can be booked 8 days in advance through our bookings management system on our website or at the Reception.

To ensure the comfort of all, class sizes are restricted. Once the maximum number is reached no other members will be able to enter the particular class.

Failure to attend a pre-booked class may result in your booking privileges being removed or suspended.

If you are unable to attend a pre-booked class, please contact Reception either in person or by telephone or alternatively cancel your booking through the bookings management system on our website before the class is due to start so that your place can be re-allocated. The warm up is an important part of the class to reduce the risk of injury, so please arrive on time. Failure to turn up on time may result in your place being issued to a member on the waiting list.

Please inform your instructor if you have any injuries or medical conditions, or if your medical condition changes.

For your comfort and for the comfort of others we ask all members to wear correct footwear and unrestrictive clothing.

An instructor may ask you to leave a class if you are behaving inappropriately.

Due to unforeseen circumstances it may be necessary to change or even cancel a class at short notice. However, we will endeavour to provide as much notice as possible.

If the class is held in The Arena we ask you to leave that area quickly after the class to allow the next class to start on time.

Please do not enter The Arena until the class before has finished and exited the area. Acresfield Health Club require a minimum of 3 participants for a class to take place. Members may use the Arena when classes or any other activities are not taking place with the guidance of a member of our Fitness Team. Please ensure that the equipment is put back after use.

BEHAVIOUR AND DRESS CODE

Please behave appropriately when in or around the Club. Do not use foul, loud or abusive language, do not act in a threatening manner. Acresfield Health Club & Spa will not tolerate violent or aggressive behaviour.

Acresfield Health Club & Spa may terminate your membership or may refuse you entry to the Club or eject you from the Club, if you commit a breach of the Club Rules, or any other serious act of misconduct.

All complaints should be communicated to the Club/Duty Manager.

Please dress in suitable clothing whilst in the Club. Guidance as to suitable attire may be obtained from the Club Manager who may, at his/her discretion, require you to leave the Club premises or part of the Club premises, if you are not dressed appropriately.

T-shirts, socks and cut off denims are not to be worn in the pool.

We would ask members and guest to wear non-court marking shoes—ie black soled shoes—in the Arena and in the Fitness Suite.

Towels are available to hire from the Reception. There is a charge for the hire of a towel.

CAR PARKING

The car park is available for members, guests, visitors and team members of Acresfield Health Club and Spa. The car park can only be used by Members, Guests and Visitors while they are on Club premises. You may not leave your vehicle on our car park at any other time. No unauthorised parking is permitted; any such unauthorised parking may result in the vehicle being clamped and a fee may be charged for the removal of the clamp.

SWIMMING POOL AND SPA AREA

The swimming pool will open at 7.15am Monday to Friday until 9pm and at 8.30am until closing on Saturday and Sunday. Check for Bank Holiday and for Public Holiday opening times as times may differ.

Members and guests use the swimming pool and the spa area at their own risk and the Club does not accept responsibility for any harm or injury to any member or guest however caused.

No running around the poolside or in the changing rooms, no diving and no jumping into the swimming pool is allowed. The Pool and Spa Rules are clearly on display around the pool. These rules must be adhered to for the safety of all.

The Swimming Pool has a constant depth of 1.2m.

Non swimmers should wear approved swimming aids, except in an appropriate teaching environment. If in doubt please ask at Reception.

Swimmers must let a team member know of any illness or disability that may affect them. This is for your safety as well as the safety of others.

Masks, snorkels and flippers are not allowed in the pool during general swimming sessions.

No outdoor footwear to be worn on poolside. Towel and robe hooks are available for you to use by the pool.

No balls, floats or inflatables are permitted in the swimming pool area other than those provided by the Club. Buoyancy aids are permitted.

For health and hygiene reasons, it is mandatory for all members and guests to shower before entering the pool.

Members and guests must correctly wear conventional costumes only.

The pool may be reserved at certain periods for special events in part or as a whole. Prior notice will be displayed on the information screen within the foyer area.

For Health & Safety reasons mobile phones or any devices with camera capabilities are not permitted on poolside.

The pool must not be used for coaching/instructing unless prior approval has been given by the Duty Manager.

FOR INFANTS WE OFFER “WATER BABIES”

THEIR CONTACT TELEPHONE NUMBER IS

01204 846003

THE SPA AREA—JACUZZI, SAUNA & STEAM ROOM

Children under the age of 16 may not use the spa facilities (Jacuzzi). This is for health reasons. Also expectant mothers after 5 months of pregnancy should not use the spa.

Please do not bring oils or essences or flammable items into the spa area. Soaps and shampoos must not be used in the spa.

For your safety and comfort please refrain from stepping on the Spa cover grills.

Members and guests must shower after using the Sauna and Steam Rooms before using the Jacuzzi or the Swimming Pool.

These facilities are mixed and so all members should ensure that swimming costumes are worn.

Shaving or eating is not permitted in these areas.

The use of these facilities is at members and guests own risk and the Club does not accept responsibility for any harm or injury however caused.

Mobile phones or any other device with camera capabilities are not allowed in this relaxation area.

FIRE EXITS

Please do not use any of the fire exits to leave the building unless during an evacuation.

GIFT VOUCHERS

Gift Vouchers in various denominations are available to give to that special person on a special occasion.

LIABILITY

The Club's liability for damage or loss to member's property is strictly limited to any damage or loss suffered as a result of the negligence of the Club, its team members or its agents. With the exception, the Club will not accept liability for the safety of members and guests or their personal property brought onto the Club's premises, unless such property is handed to the Club Reception and a signed receipt is given (this does not include lost property). The Club reserves the right, in its absolute discretion, to refuse to store any such personal property of members or guests. Property stored in lockers provided by the Club or its agents are stored at the owners risk and no liability for loss or damage will be accepted by the Club. Cars parked in the Club Car Park or elsewhere on the premises and all the contents in them are left at the owners risk and the Club will not accept any liability for loss or damage in respect thereof. The Club cannot accept any liability for any accident to any member or guest that may occur on the premises or within the grounds of the Club other than liability which may arise from the negligence of the Club, its team members or its agents. Any member or guest who suffers an accident on the Club premises or in the Club grounds must report the accident and the circumstances under which it occurred to the Club Manager or Duty Manager immediately following the accident.

THE OTHER FACILITIES

The Club has a number of additional facilities which members and non-members can take advantage of.

THE HAIR STUDIO at Acresfield offers members high quality service using the latest products and techniques from Wella including colour services. Neal & Wolf styling products and Olaplex.

THE SPA at Acresfield offers a wide variety of treatments and products such as Decleor face and body, Delilah make-up, HD Brows, LVL and Nouveau lashes.

Take time to relax and unwind in our relaxation suite before your treatment with our friendly approachable therapists.

All of our therapists have undertaken the latest training to ensure you receive the best quality treatments.

As a member we offer you 10% discount on all the treatments you have in our friendly, professional Hair Studio & Spa.

THE BISTRO at Acresfield offers a wide variety of light refreshments. For example each day we have a freshly made soup, delicious sandwiches, paninis and wraps. Also, look out for our “**Daily Special**”. For something lighter you can choose from various salads all of which are locally sourced.

In addition we offer large selection of speciality coffees and teas, freshly made smoothies, wine, speciality beers and a wide range of soft drinks.

The Bistro's friendly team look forward to serving you

CHILDREN'S SWIMMING POLICY

We want everyone to have a great time in our swimming pool—every time! But we need to make sure that everyone is kept safe. Please read this policy carefully if you are bringing children to our pool and thank you for your co-operation and understanding.

The purpose of a children's admission policy is to help safeguard that group of pool users who historically are most at risk in the swimming pool. It is not intended to prevent children from having fun and enjoying the exercise and the socialising aspects of swimming and its benefits in health terms. Nor is it intended to make life difficult for parents/carers.

National guidance has been drawn up by the Institute of Sports and Recreational Management after extensive consultation with managers, parents and with other key organisations involved in swimming and child safety. By following the guidance, we can with the help of parents/carers ensure the wellbeing of our children.

Any child under the age of 5 MUST be always accompanied in the pool by a competent adult at a ratio of 1 to 1. In the case of children between the ages of 5 and 12 they must be always supervised in the swimming pool by an adult — an adult can be responsible for a maximum of 2 children. This can be increased to three children if the third child is between the ages of 12 and 16. The ONLY exception to this rule is when a child is participating in an organised swimming lesson.

Children may only use the swimming pool at “swim for all” and dedicated children's swimming sessions. Please refer to the pool timetable.

If a child vomits or soils within the pool a £75 charge may be enforced for cleaning. In any of these cases the swimming pool will have to be closed for a minimum period of 3 hours.

CHILDREN'S SWIMMING TIMES : 9AM UNTIL 6PM MONDAY TO FRIDAY INCLUSIVE AND DURING OPENING HOURS ON A SATURDAY AND SUNDAY. THE ONLY VARIATION TO THIS IS WHEN THE POOL IS IN USE BY WATER BABIES.

TIMES MAY ALSO CHANGE ON BANK AND PUBLIC HOLIDAYS. PLEASE CHECK THE DAILY SCHEDULE.

ACRESFIELD AQUATICS

OFFERS SWIMMING LESSONS TO CHILDREN FROM THE AGES OF 3 TO 11 YEARS. OUR SWIM SCHOOL IS PROUD TO BE PART OF THE

REBECCA ADLINGTON LEARN TO SWIM PROGRAMME.

IAN KIRK, OUR HEAD COACH CAN BE CONTACTED ON **07960647809** FOR MORE INFORMATION. PRIVATE ONE TO ONE OR GROUP CLASSES CAN BE ARRANGED FOR ANY AGE GROUP. TIMES FOR SWIMMING LESSONS ARE POSTED ON OUR WEBSITE.

“THE “A” TEAM”, HERE AT ACRESFIELD

More than fitness, it's a way of life. At “Acresfield” we are committed to the health and well being of mind, body and spirit. Through innovative fitness and lifestyle programmes, our friendly, professional team will inspire and support you in your commitment to enhancing the quality of your life.

FOLLOW US ON FACEBOOK AND TWITTER.