

Horizon Leisure Centres Rules of Membership

1. Leisure Centres

Havant and Waterlooville Leisure Centres are operated by Horizon Leisure Centres (HLC). Details of the operating hours of the Leisure Centres may vary from time to time and any changes will be displayed in the Centre foyer(s) and on the company website.

2. Membership

a) Persons wishing to become members of the Leisure Centres shall complete the application form. Each application form must be accompanied by the relevant joining fee, pro-rata payment and a completed direct debit instruction form. Membership commences from the date of acceptance following receipt of fees and a gym induction being completed.

b) Memberships currently available and the restrictions of use are as follows:

- **PLATINUM MEMBERSHIP** – unlimited use of the Gyms, Swimming Pools (during public sessions) and Exercise Classes (subject to availability and booking).
- **HORIZON SWIM SCHOOL MEMBERSHIP** – one weekly swimming lesson (50 weeks a year) and unlimited use of the Swimming Pools (during public sessions).
- **SWIM CARD MEMBERSHIP** – unlimited use of the Swimming Pools (during public sessions).

The above memberships allow activities and facilities to be booked up to 7 days in advance with reduced admission charges for some activities.

c) The type of membership and the conditions for each may be changed at any time at the discretion of HLC.

d) Absolute discretion is granted to HLC to reject any application or renewal for membership without providing any reasons for so doing; in such cases any advance payments made will be refunded.

3. Facilities, Activities and Usage

a) All facilities, activities and usage are subject to availability.

b) Members are responsible to ensure they are fit and healthy to use all HLC facilities.

c) Membership of the Gym is available from the age of 14. Members aged 14 and 15 are only permitted to use the Gyms when accompanied by an adult member aged 18+.

d) Members must vacate all facilities / activities / buildings on or before the specified closing time.

- e) Should facilities be closed for longer than 28 days to undertake essential maintenance or refurbishment and the other Centre is not available, membership will be extended for the duration of the closedown after the 28th day to the nearest whole month.
- f) All members must adhere to our gym etiquette at all times.
- g) All members must complete a full gym induction before they are permitted to use the gym.
- h) Waterloo Leisure Centre car park has a height restricting barrier that will not be opened for customers.
- i) HLC can impose fines, temporary bans or bans for members that don't turn up for a booked class without cancelling.

4. Membership Cards

- a) Membership cards must be presented to Reception, or the self-service kiosks upon entering HLC facilities. All members must bring their membership cards with them to gain access. If they fail to do so three times in a row a new card must be purchased or entry will be refused.
- b) Lost cards will be replaced at a cost to the member.
- c) Membership cards are non-transferable.
- e) On acceptance of an application a membership card will be issued and remain the property of HLC.

5. Health and Safety

- a) Any member suffering an accident in HLC facilities must report it to a member of staff immediately.

6. Customer Charter

At Horizon Leisure Centres we constantly strive to offer quality leisure facilities and great customer service. In return, and as part of Horizon's Customer Charter on display in our centres, we ask that customers behave in a respectful manner at all times. Any individual who behaves towards our employees or partners in a way that is rude, intimidating, abusive, aggressive or confrontational will be asked to leave our centres immediately. Those who disrupt or negatively impact the experience of other guests will also be asked to leave. We will then review the circumstances of such cases and may decide to terminate the membership of the customer in question.

7. Customer Relations

Our dedicated Customer Relations team works hard to ensure that all our customers' views are represented and needs met. We attach the utmost importance to customer

feedback, whether positive or constructive. We review it carefully, work with our teams to address any issues identified and respond to customers as quickly as we can to update them on our progress with the feedback they submitted. If you have any concerns or issues during the course of your membership, please contact us at customerrelations@horizonlc.com and our team will be happy to help you.

8. Class Cancellations

In the event of unforeseen circumstances, Horizon Leisure Centres may cancel classes and activities. We will always try our utmost to ensure that booked customers are contacted by telephone, email or the Horizon mobile app to let customers know about cancellations. We are unable to offer refunds to Platinum members in the event of class cancellations.

9. Liability

HLC and its employees will not be liable for the loss of or damage to property, personal injury or death of any member, except to the extent that such arises from negligence of HLC, its employees or agents.

10. Data Protection

HLC will comply with the Data Protection Act.

8. Compliance with Terms and Conditions

- a) Members accept and agree to be bound by the Terms and Conditions of HLC.
- b) HLC may at any time vary these Terms and Conditions.

In the event of any queries, please telephone the appropriate Centre as follows:
Havant Leisure Centre 023 9247 6026, Waterloo Leisure Centre 023 9224 5900

11. Opening hours

Havant Leisure Centre

Weekdays 6am – 10.30pm
Weekends 7.30am – 9.30pm

Waterlooville Leisure Centre

Weekdays 6am – 10.30pm
Weekends 7.30am – 9.30pm

Rules of Membership last updated 22nd September 2021