



St. Mellion Estate Health Club Rules & Regulations

- You must vacate the wet area (meaning the swimming pool/sauna/spa pool/steam room) and fitness suite 15 minutes before closing and must vacate the facility promptly at closing time.
- Membership at St. Mellion requires a photograph to be taken of you after the completion of all relevant documentation. This is non-negotiable, and declining will result in refusal to use the facilities. Parents/guardians must provide consent on behalf of minor under the age of 16.
- Any change to your personal information must be communicated to St. Mellion in writing to our membership department.

- **Lockers**

Lockers are provided for your use, free of charge. Your property is left in the lockers at your own risk. The Club reserves the right to inspect the contents of all lockers at any time in the interests of the health, safety and security of the Club, its members, visitors and staff. We will remove the contents of any locker at the end of the day. You can reclaim removed contents from the Club's reception for up to two weeks after their removal, after which time they will be donated to charity.

- **Lost Property**

If you find lost property, you must immediately hand it in to the Club's reception. All lost property can be collected from reception. We will hold items for two weeks before giving them to charity.

- **Classes**

Members can book classes up to a maximum of 7 days in advance.

If you are unable to attend class you have booked onto, please contact the Club as soon as possible. Where members have booked classes that they did not attend, St. Mellion reserves the right to implement a **3 Strikes Rule**.

3 Strikes Rule prevents members from making future bookings (for a designated length of time, at the discretion of management) if they have not informed the Club more than 3 times in a reasonable timeframe that they will not be able to attend their booking.

- **Wet Area**

Adults swim in the Club's pools at their own risk.

You must shower before using the pool or wet area.

No shaving in the wet area (including steam room and sauna).

No outdoor shoes to be worn in the wet area (overshoes are provided at reception).

No food, hot drinks, crockery, glass, cosmetics or washing products to be taken into the wet area.

No running, jumping, diving, shouting or screaming, pushing, ducking, any type of throwing games or any other behaviour deemed inappropriate by the staff or management.

No inflatables or flippers in the main pool.

You must adhere to any instructions given by staff or management.

- **Under 16s**

Under 16s must be accompanied by an adult at all times, with a ratio of 1 adult to 2 children maximum.

Under 16s are not allowed to use the spa pool, sauna, steam room or have treatments.

Children who are not toilet trained must wear an aqua nappy.

Children over the age of 7 must use the appropriate adult changing room.

Under 16s are reminded that they are not permitted in the Leisure Suite, this includes use of CV equipment, and fitness classes.

- **Guests**

Adult members may be accompanied to the Club by guests. The member must sign in any guest at the Club reception, and you must always accompany the guest.

You must ensure that your guests are aware of and abide by these rules and regulations and be aware that they may be amended by management from time to time.

A member may sign-in up to two guests at any one time, with guests paying the appropriate rate for entry or producing guest passes.

- If you lose your membership card / Fob there will be a charge of £5 to replace each item.
- Lost vouchers will not be replaced.

- **Health and Safety**

The safety of our guests, our employees and our members is our prime concern.

There is a limit of 45 bathers in each of the two main swimming pools at any one time. We fully support the 'Register of Exercise Professionals and UK Active'. All of our qualified team and independent instructors have applied or will apply to be on the register.

If you or any of your guests suffer an accident or injury on the Club's premises, you must report it and the circumstances under which it happened to a member of the team immediately and together, complete a full accident report.

To protect the safety of you, your guests and other members, you must pay particular attention to all signs and notices in the Club.

If you hear the fire alarm, you and your guests should make your way out of the facility through the nearest possible exit (fire exits are clearly marked throughout the facility) to the designated assembly point outside to the left of the car park. If poolside, please go to

the nearest fire exit and wait until an employee of the Club gives further instructions regarding evacuation.

General Behaviour and Conduct

- Good conduct must be observed by members and guests at all times at St Mellion. All members are responsible for the conduct of their family and guests.
- Parking. Parking will only be allowed in designated areas. Unless you are a blue badge holder you are not permitted to use the mobility parking spaces and likewise, unless you have very young children you are not permitted to use the family parking spaces.
- Changing of clothes in the car parks is not permitted
- Non-Smoking/Vaping Facility - The St Mellion Hotel is a non-smoking/vaping facility, although designated smoking/vaping areas are provided, as per UK law.
- No dogs allowed except for assistance dogs.
- Alcoholic/non-alcoholic beverages or food not purchased on St Mellion property are prohibited. St Mellion staff reserve the right to confiscate any personal food or beverages not purchased at the facility. These items will be returned to the member/guest after they conclude their activities.
- Only notices covering St Mellion business shall be posted. Removal or defacement may be cause for suspension or termination of membership.
- Advertising. Commercial advertising shall not be posted or circulated on the St Mellion property nor shall any business be solicited on the premises.
- Appropriate clothing and footwear must be worn in the Club and the appropriate clothing and footwear must be worn for the appropriate activity.
- No bags are to be taken into the gym, studio or poolside.
- Use of mobile phones, cameras, video equipment or any recording devices are not permitted whilst in the Health Club.
- Jogging, cycling, fishing or recreational walking is not permitted on the golf course but you can use the designated trails.
- You must not adjust, tamper, abuse, maliciously damage property or equipment of the facilities or Club.
- You must not use (except in case of emergency or perceived emergency), block or interfere with fire, emergency or disabled access doors or alarms.
- Equipment, fixtures and fittings – tampering, adjusting or damage to any equipment, fixtures or fittings is not permitted.
- You must not commit any illegal act within the premises or bring the business into disrepute.
- You must not use rude or abusive language, threaten or use violent behaviour, be under the influence of alcohol or drugs or act in any way that upsets the enjoyment of other members or negatively affects the employees.

It is the policy of St. Mellion to report to the Police, any evidence of harassment, threatening or violent behaviour, drug use or any other serious inappropriate behaviour.

If you breach any of the above you will be asked to leave and we will suspend your membership and reserve the right to terminate your membership in accordance with our terms and conditions.

Feedback, Suggestions or Complaints

- Feedback, suggestions or complaints from members are always welcome and should be directed to the Health Club Manager or Hotel Manager.
- All reporting members are kept confidential. The Health Club Manager and/or Hotel Manager will adjudicate all infractions and issue appropriate action under authority of St Mellion Estate. Any misconduct or rules infractions will result in possible further action taken by the management of St Mellion.

PLEASE NOTE:-

At certain times there may be disruption to the Club's facilities (the "Facility"), for example (but not limited to), where maintenance or development works are required or when there are staff training sessions and other special events at the Club. These activities may result in restrictions on the use of the facility or temporary closure of the Club.

We retain the right to undertake any activities which may cause disruption without giving prior notice and without compensating members. However, we will endeavour to notify members as soon as possible by posting details on the member's notice board, by sending an email or any other type of appropriate communication.

Amendments - These rules and regulations, opening and closing times may be amended, supplemented, or changed in any regard at any time by the Management Team of St Mellion Estate.