

Terms and Conditions of Membership

Una St Ives is dedicated to providing our members with an environment for all to enjoy whilst promoting relaxation and wellbeing. In order to derive maximum benefit from this environment we feel it is important to outline our expectations of each other. The leisure facilities are open to members, non-members, residents, and other persons at our discretion.

1 Membership

- 1.1 When applying for membership each applicant must complete our standard application form and accept and agree to be bound by the terms and conditions of the membership and any other rules as laid down by Una St Ives from time to time.
- 1.2 The monthly membership fees can only be paid by monthly instalments if the member has entered into a Direct Debt agreement and on a 6 or 12 month, Single or Joint membership.
- 1.3 All membership is personal to you, and you cannot loan or transfer it to another person.
- 1.4 We reserve the right in our absolute discretion to decline an application for membership or refuse admission without giving any reason for so doing.
- 1.5 The membership fee structure has been fixed by the management and may be amended at any time. Every endeavour will be made to provide advance warning of any change to the pricing structure. Membership prices will be reviewed at least annually.
- 1.6 Any members who fail to comply with the conditions and rules of membership, or abide by the instruction of Una St Ives's management, or who conduct themselves in an inappropriate or disruptive manner may have their membership immediately terminated.
- 1.7 The Company reserves the right to endorse a penalty if the contract is breached without notice within the membership period. If a member terminates the contract before the membership period, no refund will be issued.
- 1.8 Memberships are non-transferable and non-refundable.

2 Your Membership Wristband

- 2.1 Upon joining you will be provided with a membership wristband; this will be your access control and will link directly with your membership profile. It will allow you to access the facilities, and the wristband will remain the property of Una St Ives and will be returned to Una St Ives upon termination of the membership.
- 2.2 Lost membership wristbands and those not returned when membership ceases will be charged £10.00 per replacement wristband.
- 2.3 Any changes to membership such as name, address and medical conditions must be communicated in writing to Una St Ives.
- 2.4 All members must present their membership wristband on arrival at Una St Ives, if you forget/lose your wristband, we will need to verify photographic identification on our system and access may be denied.
- 2.5 All members will be required to have a photograph taken for security purposes

3 Guests

- 3.1 We would be delighted to welcome guests of our members to use the leisure facilities. The appropriate fee must be paid before using the facilities. All guests will be required to register at reception. We reserve the right in our absolute discretion to refuse guest admission. Admission to guests who have previously had their membership terminated or refused will be denied. Guests must always be accompanied by the named member when visiting using a guest pass.
- 3.2 Guest passes must be used within the month of issue and cannot be backdated. Passes are allocated to the adults on the membership and recorded at Reception. Guests must always be accompanied by the named adult member when visiting, we are not able to accept the use of a guest pass if the named adult member is not present

4 Opening Hours

4.1 Una St Ives reserves the right to amend opening hours, when necessary, without prior notice. Every endeavour will be made however to provide advance warning of any change to the published opening times. Una St Ives main building is open daily, for our current opening times, please visit our website or contact a member of the team on 01736 257000.

5 Children

5.1 Children under 16 must have an adult member present to supervise them in all areas of the facilities at all times.

5.2 Children under 12 are not permitted to use the Spa Bath. Children under 12 are not permitted to use sauna or steam.

5.3 Parents and or guardians are responsible for the conduct of their children and must ensure that they adhere to company policies.

6 Pool Usage

6.1 Members and their guests use the swimming pools at their own risk. No running, no jumping or diving in or around the pool area is allowed.

6.2 The pool will be unavailable for general swimming when water-based classes are taking place.

6.3 It will be necessary for the pool to be closed at certain times prior notification to carry out essential maintenance and cleaning.

6.4 Please do not cover or tamper with any vents on poolside. Use of oils in the heat cabins is forbidden along with the use of personal products in the showers on poolside. The jets in our Spa Bath are not to be tampered with.

6.5 No flippers, inflatables (except for swimming aids), balls or beach toys to be used in the pool area.

7 Una Spa

7.1 Treatments incur additional charges as published in our standard price lists.

7.2 Advance bookings are required for UNA Spa

8 Health and Safety

8.1 In applying for membership, the member warrants and represents that so far as he/she is aware, he/she is in good physical condition and that he/she is capable of all forms of exercise and that such exercise would not be detrimental to his/her health.

8.2 It is the member's sole responsibility to bring to the attention of Una team any medical condition or changes to a medical condition that may present a health risk when using any of the facilities or engaging in any of the activities at Una. It is recommended that members seek medical advice before undertaking any exercise or activity at Una St Ives.

8.3 The Spa building must be vacated when requested by the management or on the sound of the fire alarms. Fire alarms are tested on a weekly basis.

8.4 By using our leisure facilities all members and guests of members are accepting the terms and conditions and any rules laid down by Una St Ives.

9 Liability

9.1 Members and guests use the leisure facilities at their own risk. Una St Ives cannot accept liability for any illness or injury which results from the use of the leisure facilities by Members or guests other than liability which may result from proven negligence from Una St Ives.

9.2 Una St Ives accepts no liability for loss, damage to or theft of a member's property.

9.3 All members are required to inform Una St Ives of any changes to their health and/or medical status.

10 Membership benefits

10.1 Members must produce their membership wrist band at times of payment to receive members discount/benefits on products or services. No retrospective discounts can be applied or paid at a later date.

10.2 Discount is only applicable for up to a number 4 people and no more. Discount is also not applicable for any special events.

11 Membership Behaviour Rules

11.1 Appropriate clothing must be worn in the relevant areas of the leisure facilities. Swimming costumes are required in the heat cabins. Outdoor shoes are not permitted in the pool area.

11.2 Una St Ives is a non-smoking environment.

11.3 Una St Ives will not allow photography within the pool area or fitness area unless express written permission have been given beforehand.

12 Changing Room and Locker use

12.1 We ask that you still remove your shoes and place them in the storage outside of the changing rooms. Please enter the pool via the male or female changing room and place all belongings in the lockers provided. Please note that items stored in the changing rooms and lockers are left at your own risk. Lockers are used via a four-digit code set on arrival; no coins are required.

13 Email Policy

13.1 Upon joining, you will automatically be added to our Leisure Club database to receive the latest news, special offers and events.

13.2 We are committed to keeping your e-mail address confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.

13.3 We will use your e-mail address solely to provide timely information about Una St Ives, Kitchen & Spa.

14 Opt-Out

14.1 Our site provides users the opportunity to opt-out of receiving communications from us and our partners by reading the unsubscribe instructions located at the bottom of any e-mail they receive from us at any time.

Users who no longer wish to receive our newsletter or promotional materials may opt-out of receiving these communications by clicking on the unsubscribe link in the e-mail.

15 General

Una St Ives reserved the right to:

15.1 Amend terms and conditions at its sole discretion with or without notice.

15.2 Withdraw all or some facilities when required to carry out essential maintenance work

15.3 Refuse admission and/or cancel membership forthwith if any member shall in our opinion cause a nuisance or annoyance to other members or users of the facilities or in breach of these regulations. A member whose admission is refused and/or whose membership is cancelled shall not be entitled to any refund of the joining

15.4 Members are not permitted to bring in or consume their own food or drink at Una St Ives.

15.5 Members or guests who are or appear to be under the influence of alcohol or drugs will not be permitted access to Una St Ives.



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Una Leisure and Fitness Membership Terms & Conditions

Freezing of membership

Temporary Illness or Injury: This agreement may be frozen in the event of a temporary illness, injury or medical condition which in the written opinion of a doctor or other suitably qualified medical practitioner prohibits exercise for a period of time.

ANY Freeze will not be affected until the appropriate proof is provided and received (in writing or via email) by Una St Ives. A freeze period does not affect the Minimum No. of Direct Debit Payments you are due to make and any payments remaining at the time of the freeze will remain due and recommence on a monthly basis once the freeze period has completed.

Cancellation/Suspension of Membership

Should a member wish to cancel his or her membership no refund of the membership fee will be made.