



LIFESTYLE
medicine centre

Terms and Conditions

1. Access

- a) All Clients will be issued with an Access Control Fob to enable access the Centre.
- b) It is the Client's responsibility to ensure they carry their Fob and use it to access the Centre on or around their designated appointment time.
- c) Clients must not lend their Fob to anyone else.
- d) A charge of £5 will be payable to replace any lost Fobs.
- e) If a Fob is not used for a period of 3 months, it will automatically deactivate.
- f) Any children or visitors to the Centre must be accompanied should not pass the Reception area and will not be permitted to enter the exercise area.
- g) Any visitors to the Centre are not permitted to use any of the facilities or equipment within the Centre until a formal exercise prescription has been prepared and agreed.
- h) Please do not bring Pets into the Centre.
- i) Management reserves the right to deactivate access to any Client who is in breach of the Centre's Terms and Conditions.

2. Bookings and Payments

Wellness Centre, Studio Cycling and other Classes

- a) All Wellness Centre and Studio Cycling Class bookings must be made in advance.
- b) Acceptable forms of payment are:
 - Automated payment linked to our booking system (this can be accessed at your convenience online via your personal devices or at Reception).
 - Cash at Reception.
 - Cheque at Reception.
- c) Block bookings may result in a discounted rate and should be redeemed within a designated time period (usually 60 days).

Private Sessions

- a) All bookings for private sessions must be made in advance.
- b) Payments for private sessions should be made in advance, or, by prior arrangement, on the day of the session.
- c) Account facilities are available at the discretion of the Centre Director.

3. Cancellation Policy

Wellness Centre and Classes

- a) All Wellness Centre and class bookings require 24 hour notice of cancellation.
- b) Notice of less than 24 hours will incur full payment.
- c) If cancellation is received before the 24 hour forfeit period then any payments will be deferred to another session (to be redeemed within 30 days).

Private Sessions

- a) All private sessions require 24 hours notice of cancellation.
- b) Notice of less than 24 hours will incur full payment.
- c) If your Physical Activity Specialist does not provide 24 hours notice of cancellation, the cancelled session will be honoured at a later date agreed by both parties.

4. Car Parking

- a) 6 designated car parking spaces are available directly outside the Centre – these are available on a first come, first served basis.
- b) Free additional car parking is available off-street all day but not between 10am and 11am
- c) The UKPC car park directly opposite the Centre offers reduced rates for short-term parking.
- d) Management accepts no responsibility for any damage to cars whilst onsite.
- e) Clients must not block emergency exits.
- f) Vehicles must not be parked or left in designated car parking spaces overnight except with the prior permission of Management.

5. Commitments

Our commitment to you:

- a) We will respect your personal decisions, and allow you to make your own decisions about what exercise you can carry out. However, we ask you not to exercise beyond what you consider to be your own abilities.
- b) We will accurately assess and devise an exercise prescription based on your personal goals, current lifestyle-activity levels, medical history and orthopaedic limitations.
- c) We will regularly monitor and update this prescription and provide the necessary advice and support required.
- d) We will provide a safe environment for you to complete your physical activity sessions including safe and structured exercise classes (Studio cycling / Circuit Training).
- e) All of our Physical Activity Specialists and Co-ordinators are trained to Fitness Industry Standards as set out by The Register of Exercise Professionals (REPS).
- f) If you tell us you have a disability which puts you at a substantial disadvantage in accessing our equipment and facilities, we will consider what adjustments, if any, are reasonable for us to make.
- g) We will provide you with 28 days' notice of any changes to our Terms and Conditions. Such notice will be posted on our notice boards and website.

Your commitment to us:

- a) You should not exercise beyond your own abilities. If you know or are concerned that you have a medical condition which may interfere with you exercising safely, you must get advice from a relevant medical professional before you use our equipment or facilities.
- b) You should make yourself aware of any rules, instructions and warning notices as exercise carries its own risks. You should not carry out any activities which you have been told are not suitable for you.
- c) You should let us know immediately if you feel ill when using our equipment or facilities. A qualified First Aider will be available on-site at all times.
- d) You commit to all prescribed training programmes and agree to regular programme reviews and amendment.
- e) You will arrive in good time for each session.

6. Etiquette

- a) All Clients are required to conform to Centre Etiquette – copies are displayed in the main exercise area and around the Centre.
- b) Management reserves the right to deactivate access to any Client who is in breach of the Centre's Etiquette.
- c) All members are kindly requested to leave the Centre punctually at the time of closing.

7. Health & Safety

- a) All Clients are required to read our Health and Safety Policy and sign to confirm understanding and agreement to conform whilst onsite.
- b) If any of our areas are unsupervised at any time, we do not accept responsibility for any harm or injury to you whilst in these areas.
- c) In the interests of safety and to reduce the risk of injury to yourself and others, you are required to:-
 - Complete and sign a health and medical questionnaire.
 - Have sought medical advice should it have been deemed necessary by the Physical Activity Specialist carrying out your initial or subsequent assessments.
 - Inform your Physical Activity Specialist immediately if you become unwell during any exercise session.
 - Wear appropriate clothing and footwear (clients will not be permitted to exercise in Jeans or without the appropriate footwear).
 - Act responsibly during your exercise session and ensure safe practice.
 - Adjust levels and settings of any exercise equipment to ensure proper and safe use.
 - Maintain adequate hydration levels whilst exercising.
 - Consume hot drinks in the reception area only.
- d) The Lifestyle Medicine Centre is a no smoking environment therefore smoking is not permitted anywhere on the premises.
- e) Other than in the event of a fire or other emergency, entry to the Centre is only permitted through the reception entrance. The fire exits, which are clearly marked, are there in the interests of safety and Clients must not interfere with or hinder the operation of these exits in any way. Management reserves the right to levy an administration charge in the event of the misuse of any of the fire exits, fire alarms and other security systems.

- f) In the event of a fire, Clients and Visitors should leave the Centre via the nearest available emergency exit and proceed directly to the Fire Assembly Point.
- g) In the event of a fire, all disabled Clients will be escorted to the Fire Assembly Point by a Centre representative.

8. Lockers

- a) Lockers are available within the Changing areas and are solely for use whilst in the exercise areas.
- b) Any items stored within the Lockers are stored entirely at the Client's own risk and management accepts no liability for loss or damage to money, valuables or other personal possessions whilst onsite.

9. Timekeeping - Wellness Centre

- a) If you arrive early for your appointment and the Centre is full, you may be required to wait until your time slot becomes available. This will depend on whether or not there are any spaces available in the previous time slot.
- b) If you arrive late for your appointment, it may not be possible to extend your session beyond your booked time. This will depend on whether or not there are any non-allocated spaces left in the next time slot.

Timekeeping - Studio Cycling and Circuit training

- a) Please arrive in good time for your class as failure to prepare properly for any exercise session can increase the chance of injury.

Timekeeping - Private Sessions

- a) It is important that you arrive in good time for your session to ensure you are able to complete the full programme as planned.
- b) If your Physical Activity Specialist is late for any pre-booked appointment, the additional time will be added to your session or subsequent sessions.