



TERMS AND CONDITIONS

To help you get the most out of your membership and to understand our responsibilities to you and your responsibilities to us, please read these terms and conditions. If you have any questions, Please see member of our team to help you.

PRINCIPAL TERMS

Gym: Your membership agreement is with Bristol Lawn Tennis Club Limited. Your membership will be collected by Redland Green Limited t/a Redland Green Club on behalf of Bristol Lawn Tennis Club Limited.

Rackets: Your membership agreement is with Redland Green Limited t/a Redland Green Club.

This agreement will become binding on you and us when we contact you to confirm your membership application has been accepted, you have been assigned your membership number and allocated a membership card, at which point a contract will come into existence between you and us.

You will be entitled to all the rights and privileges set for the type of membership chosen.

You cannot transfer this agreement to anyone else.

MEMBERSHIP

Every person who signs the membership application will be jointly and individually responsible under this agreement. This means that:

- i. If one of those people tells us to do anything in relation to the membership (including ending it) we will take that as authority from all of them;
- ii. Each of those people will be responsible for paying all the appropriate membership fees for themselves, for any other people who have signed the form and for all linked members.
- iii. Each of those people will be responsible for paying any extra charges and fees which they, any other people who have signed the form, a linked member or a guest has to pay for using facilities and services not covered by the membership category.
- iv. Details of our email and postal address are on the website. If you need to give us evidence of certain things, you can provide them as attachments to an email. Your notice is not effective until we have received it. We strongly advise that when you give notice you get proof that we have received it.

Membership categories - You are entitled to use the facilities available under your category of membership. Each category of membership may have certain restrictions which only apply to that category of membership. We will tell you about these restrictions when you join or when you change your category of membership, whichever applies. We may choose to stop providing certain categories.

Membership types and length of membership - Annual Membership and Short term Monthly Membership. Your membership will begin on the day when you make your membership application. Your membership will run for the initial



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period, which is at least 12 full calendar months and will continue then indefinitely until you give us at least three full calendar months' notice in writing.

The 'initial period' is the full 12-calendar (annual) or three months (short term) period from the 1st of the month after the date you made your membership application. Instead, we will treat your notice as if we received it on the first day of the following month and your membership will not change until one month after that date. If you join after the 18th of the month, you will need to pay for the rest of the current month, plus the whole of the next month. When you and anyone linked to your membership join, you will each need to have your photograph taken. This is to allow us to check your identity when you enter the club.

Membership cards - As soon as possible after you make your membership application, we will send or give you and any linked members a membership card. We may refuse entry without a membership card. If you lose your card we will replace your card, for each replacement card will charge you a fee of £5. Your membership is personal to you and you cannot transfer it to another person. You must not lend your membership card to another person. If another person uses your membership card, we have the right to end your membership.

Changing your membership categories and linked members - You can apply to change your membership category by contacting us. You can only change your membership category after the end of your initial period. If you want to link another adult member to your membership, we will need their signature to make the change. If you are linked to another member, either you or the other member can ask to remove that link. If the linked member also wants to end their membership, they will need to give the period of notice that applies to their

membership type and the initial period will still apply. If we remove the link between two members, each member will become an individual member.

Suspending your membership - At any time (other than after you have given us notice to end your membership) you can suspend your membership for a single period of between two and nine calendar months within any twelve month period. You must tell us the start date for the suspension and the number of months you want it to last. We will charge you 15% of the relevant monthly fee for each month the membership is suspended. You can suspend your membership if you are suffering from a medical condition which means you are unable to use the club's sports facilities (this does not include pregnancy, but does include a medical condition that arises during pregnancy). You must give us suitable evidence. The suspension will take effect from the first day of the month following the date we receive your request and your suitable evidence. Throughout the time your membership is suspended due to a medical condition there will be no monthly fee. If you suspend your membership and the suspension starts during your initial period, we will extend the initial period by the total period that your membership was suspended.

At any time you can end your membership if - you are suffering from a medical condition which means you are unable to use the club's sports facilities (this does not include pregnancy, but does include a medical condition that arises during pregnancy); you lose your employment or are declared insolvent; you are being relocated in your employment; we are satisfied that there has been a change in your personal circumstances, other than those listed above, which means that it is no longer reasonable for you to use the club's facilities or to continue being a member. To end your membership for one of the reasons listed above, you must give us notice in writing.



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Cancelling your membership - We will not tolerate our staff or other members being verbally abused or intimidated or being physically threatened. If we find this to be the case, we have the right to report you to the police, to ban you immediately and permanently. We may also cancel your entire membership in the following circumstances.; If you or a linked member breaks or repeatedly breaks this membership agreement or the club rules and you do not or cannot put it right within seven days of us writing to you about it; If, with your knowledge or permission, another person uses your membership card to get into the club ;If, with a linked member's knowledge or permission, another person uses that linked member's membership card or token to get into the club.; If you, your linked member or your (or a linked member's) guest uses rude or abusive language or behaves or threatens to behave in a violent or aggressive way.; If you do not pay your membership fee when it is due, we will write to you to let you know. If you are paying by direct debit, we will try to take this payment from your account again later in the month. If that is unsuccessful, but your direct debit instruction is still in force, we will try to take payment again in the following month for the payment you have missed and the amount due for the current month.; If you do not pay for your membership, we may prevent you and any linked members (adults or children) from entering the club. This does not mean we will end your membership. There is a £15 fee applied for any direct debits that are rejected. Cancelling your direct debit does not mean you have given us notice to end your membership. You must give us written notice.

Changing your membership fees and this agreement –

- i. Gym - We may increase membership fees automatically each year by up to 5%. If we do this, the new fees will come into force on 1 April each year. If we plan to increase the membership fees by more than 5% we will make every reasonable effort to give you at least one month's notice. We will give you notice of the change by writing to you.
- ii. Rackets - The membership fees for each category of membership will be reviewed annually by the Board to take effect on 1 April in each year. Proposed membership fee increases of more than 5% must be agreed by ordinary resolution by the Voting Members at an annual general meeting.

Guests - You can introduce guests to the club. Guests must pay the appropriate fee to use the facilities. You may sign in up to three guests at any one time. You can sign in the same adult guest up to six times a year, but no more than twice in any month.

Liability - We do not accept liability for damage or loss to your property or a guest's property that may happen on the premises or within the grounds of the club.

We have the right to increase, reduce or withdraw certain facilities, services or activities in the club either permanently or temporarily (for example, to carry out cleaning, repairs etc)

Data protection - We will deal with all information we hold about you in line with our privacy policy which you can get from our website at www.redlandgreen.co.uk

Children - We welcome children to the club but they must behave reasonably. They must not put themselves or other people in danger or prevent other members



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from enjoying the facilities. If your child is behaving unreasonably, we have the right to speak to you or the child about this. If your child continues to behave unreasonably, whether on one visit to the club or over a number of visits to the club, we will try to sort out the issue by meeting with you. If we cannot sort out the issue during the meeting, we have the right to suspend the child from using the club.

RULES AND REGULATIONS

The Club Rules are available online and at Reception. The rules and regulations below are to be read in conjunction with the Club Rules.

General health and safety - Safety is priority, we do not allow crockery or glasses on court. We do not allow animals (except for assistance dogs) in the club. To protect the safety of all members and guests, you must pay particular attention to all signs relating to health and safety in the club. If you do not understand a notice or sign please ask one of our team members at the club. Fire exits are clearly marked throughout the club. If there is a fire or if you hear the fire alarm, you should make your way out of the club through the nearest possible exit to the advertised assembly point in the car park. If you suffer an accident or injury on our premises, you must report it and the circumstances under which it happened to the team immediately. While you are at the club, we expect you to behave appropriately, respectfully and politely, and dress appropriately (for example, sports shoes on court), at all times. We can prevent you from entering the club or ask you to leave if we think that your behaviour or appearance is not suitable. You should not use the club if you have an infectious illness or condition.

Your children's health and safety - Children aged 11 or under must be supervised at all times by a member over the age of 18. However, this does not apply if they

are at an activity we organise at the club which parents and guardians do not need to go to. Children over the age of eight can use the changing rooms without supervision. If your child is at a supervised activity, he or she must be registered with the person in charge of the activity. All our employees who work with children are DBS-checked. Parents or adult carers need to fill in registration forms for all children before using activities. Children aged eight or over must use the men's or women's changing rooms, according to their sex. Children aged 18 or under must not use the sauna.

Car park - You are only entitled to use the club car park while you are using the club facilities. You must park only in the spaces in our car park. If you do not have a disabled badge you must not park in the spaces reserved for disabled badge holders. We do not guarantee that car parking is available at the club. You park in the car park at your own risk. We do not accept liability for any loss or damage to your car, or personal belongings in it, while you are parked in our car park.

Lockers - You bring all personal belongings to the club at your own risk. We do not accept legal responsibility for any loss or damage to these items. If you lose a key you will have to pay a fee to cover the cost of a new key. If you leave your belongings in a locker overnight we have the right to remove your belongings. You can claim the belongings we have removed from the club reception for up to two weeks after we remove them. After this time, we will not be responsible for the belongings. If you find lost property, you must hand it into the club reception immediately. We will hold items for three weeks before giving them to charity.

Gym and fitness facilities - If you have concerns about your physical condition, you must not do strenuous physical activities without first getting medical advice. To make sure you get the most from every activity that you do at the club in the safest possible way, you should always make sure that you warm up properly and take



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time to cool down after your activity. You should not take part in any physical activity that you may not be fit for. You are responsible for monitoring your own condition during physical activity. You are responsible for monitoring your own physical condition. If you suffer any unusual symptoms, you must immediately stop the activity and tell a member of staff.

Bookings – All booking are available from 7 days in advance from 7am, In line with your membership category. There is a no show and late notice cancellation charge of £5 per booking. All members must check in at reception to confirm booking.

Photographs and videos - You must not take photographs or videos of any children under 18 other than your own. Anyone who appears in your photographs or videos must be aware that you are filming them and you must get their permission first. You must not take photographs or video recordings in a changing area or toilet,. If another member is unhappy that you are filming them and makes a complaint to us, we may ask you to show us any images which you have taken in the club and to delete them if appropriate. If a member of our team asks you to stop filming or taking photographs you must do so.

Food and drink - Only food and drink bought in the club can be eaten in the bar.