

Highlands End COVID-19 Leisure Club Rules

Updated 04/08/2020 – please ensure you have the latest version

If you, any members of your household, or people you have been in close contact with are showing symptoms or test positive for Covid-19, please do not visit.

- All leisure club sessions must be pre-booked online (please see details about cancellations). Opening times and types of sessions will be reviewed on a regular basis.
- Please observe social distancing and safety signage at all times
- Unfortunately, due to government restrictions the Sauna, Steam Room and spectator area are closed.
- All opening dates, times and facilities may be subject to change.
- Children up to the age of 14 must be accompanied by an adult, with a maximum ratio of 1 adult to 3 children. 15 – 17 years old can swim unaccompanied with a signed parental consent form.
- Please shower before your visit and arrive swim-ready with costumes under your clothes.
- Only recognised swimwear may be worn. Shoes are not permitted, including pool shoes.
- Users are required to present a membership card, holiday home owner card or booking number to confirm entry. No guests permitted
- Bring as little as possible with you and use the lockers for your clothes and personal belongings.
- Diving, jumping and running are not allowed at any times.
- Showers in the changing rooms are for after swim rinsing only to give everyone time to use them.
- The Pool Attendant will stop any dangerous or antisocial behaviour and this may result in the termination of your membership or being asked to leave the Leisure Club.
- Persons who appear to be under the influence of alcohol or drugs will be asked to leave.
- Emergency procedures must be observed.
- No glass, breakable containers, shampoo, soap, fragrance oils or body lotions are not permitted in the pool hall.
- The walk way to Martin's Bar & Restaurant is open and is the way out. You are welcome to stop off for drinks or food.
- Any misplaced or lost membership cards, incur a £7.50 replacement fee.
- Only food or drink purchased on the premises may be consumed on the premises. No food is allowed in the pool hall.
- No mobile phones or photography is permitted and no buggies or similar infant carriers are allowed in the Pool Hall.
- The Management reserves the right to ask individuals to leave the Pool Hall and / or terminate membership, with or without refund of fees.

Your co-operation and assistance in following the above is appreciated to ensure good standards are maintained for the benefit of all swimmers; particularly during these unprecedented times.

Membership Renewal, Terms and Cancellations

All new memberships will run until 31st March. Silver and bronze memberships will be available from 1st April until 31st March annually and are available on a sliding scale if taken out after 1st April.

The membership agreement is between Highlands End Leisure Club and the member. Renewal of annual memberships must be paid in full in advance (by 1st April). Memberships can be renewed by emailing highlandsreception@wdlh.co.uk or calling 01308 426912. Breaches to the rules may, at the discretion of the Management Team, end in a termination of a membership.

Fair Cancellation Policy

Only under the following circumstances will we consider the early cancellation of a membership:

- Long term, over 3 months, illness or injury. Appropriate proof must be provided.
- Hardship – financial circumstances change due to redundancy or loss of employment. Appropriate proof must be provided.
- Pregnancy – This agreement will be cancelled or postponed by written proof being provided.

If we are instructed to close the Leisure Club in full by the Government again in the future, any 'compensation' for loss of use will be given in the form of a discount on the following year's membership renewal price.