

# General conditions of use

## Admission

1. The customer will not use the centre for any purpose other than, for which the centre is intended, nor do anything or bring into the centre anything, which may endanger the centre, its staff and/or users.
2. Admission is through a pre-paid membership scheme or by payment at reception. There is a minimum charge for any activity including the use of showers, toilets and changing facilities. There is no free admission to the centre permitted (unless accompanying a child to a specific programmed activity).
3. Attempts to avoid any payments due will result in exclusion from the centre and suspension from future admission.
4. A membership is only issued to the designated customer and their details will be clearly identified within the computer system. Membership benefits are not transferable and are conditional on photo identification (adults).
5. All children under the age of 8yrs must be accompanied by a parent or adult (18yrs+) who must stay within the centre whilst the activity is being undertaken.
6. The customer will, during their use of the centre, be responsible for their own good behaviour, and any accompanying children (under 18yrs).
7. The council reserves the right to refuse admission to any person, or to require any person to leave the centre.
8. The council will not tolerate any abusive/threatening language or behaviour. Appropriate action will be taken as a consequence of such behaviour.

## Bookings

9. The council reserves the right in its absolute discretion to cancel any session or activity at the centre. Compensation will not be due to members.
10. All bookings and activity sessions are for 55 minutes unless otherwise stated.
11. The customer should wear attire appropriate for the activity.
12. The customer is not permitted to teach swimming or any other sport unless through an approved club or has received the prior approval of the manager.
13. The customer should immediately notify the manager of any accident whether or not it results in an injury.

## Respect for fellow users

14. The customer will not smoke (including vaping) or drink alcohol in any part of the centre, including the grounds.
15. In the interests of hygiene and safety, the customer will not bring dogs or other animals into the centre except assistance dogs for people with disabilities.
16. The customer will park their car only in the areas marked for such parking. The customer will avoid obstruction of the highway and will not cause nuisance or annoyance to other users of the centre or local residents.

17. The customer is not permitted to take photographs (still or moving) without the prior approval of the manager.
18. The customer will not be permitted to use the swimming pool or any other facility if they have an infection that can be passed on to another.

## Changing rooms

19. Customers over the age of 8yrs may only use single sex changing rooms for the gender for which they are designated.
20. The customer will not allow a child under the age of 8yrs to use any changing rooms unless that child is accompanied by the parent or a responsible person over the age of 18yrs who supervises that child at all times.
21. The use of any photographic device (including mobile phones/ electronic devices) in any changing rooms is prohibited.

## Swimming pool

22. The customer will not allow a child under the age of 8yrs to use the swimming pool or the changing rooms unless that child is accompanied by the parent or a responsible person over the age of 18yrs who supervises that child at all times.
23. Please see the pool admissions policy on our website or printed on our pool timetable detailing age restrictions on admissions to our swimming sessions.

## Fitness suite and group fitness

24. All customers must have received an induction (those 18yrs+ can waver this induction), delivered by staff of New Forest Health and Leisure, prior to using the gym equipment and be registered on our database.
25. The use of the fitness equipment is subject to terms and condition which are provided at the time of Induction.
  - Customers must be 12yrs of age or over in order to use the gym equipment.
  - Customers aged 12-15yrs may attend supervised sessions unaccompanied.  
NB These designated staff supervised sessions are detailed within the programme times.
  - During unsupervised hours of opening, under 16yrs must be supervised by a responsible adult (18yr+) who has completed a full induction.
26. Gym equipment such as dumbbells and weight discs should be returned to their racks after use.
27. Age restrictions apply to group fitness classes and are indicated on our website.
28. Booking onto group fitness classes is subject to a cancellation policy. Please refer to our website for details.