

Crow Wood Leisure Ltd trading as The Woodland Spa, herein thereafter referred to as 'The Company'. 'User' or 'Users' refers to 'You' our 'Customer' or 'Member'. 'The Spa' refers to The Woodland Spa. All terms refer to the offer, acceptance and consideration of payment necessary where applicable to undertake the process of our assistance to you in the most appropriate manner, for the express purpose of meeting your needs in respect of provision of our stated products and services, in accordance with and subject to, prevailing English Law. All Users of The Woodland Spa must adhere to these rules and regulations at all times. The Company reserves the right to change or alter these rules at any time and will update a copy on our website. The Company whose decision is final shall determine any dispute or difference, which may arise in regard to the interpretation of the club rules. Please note all calls are recorded for training and monitoring purposes.

Thermal Suite Opening Times

Monday	7.30am – 9.30pm
Tuesday	7.30am – 9.30pm
Wednesday	7.30am – 9.30pm
Thursday	7.30am – 9.30pm
Friday	7.30am – 8pm
Saturday	8.30am – 8pm
Sunday	8.30am – 8pm

1 Memberships

- Applications for membership must be made on the forms/tablet provided and must be signed by the applicant.
- Acceptance of an application for membership is solely at the discretion of The Company management, and reasons need not be given for refusal.
- Where an affiliation fee is due and payment has been received and the membership accepted, the applicant is then deemed a member and is bound by The Company rules.
- Users must be aged 16 years or over.
- Users and Members (with the exception of Platinum members) must pre-book the use of the Thermal Suite facilities.
- Memberships are non-transferable.
- Crow Wood Leisure Ltd. reserves the right to refuse membership application to any person whose membership has been previously cancelled, or refused by the Company.
- Locker wristbands are issued at Spa Reception on arrival. They remain the property of The Company and must be returned at the end of each visit. In the event of a direct debit failure as a result of 'insufficient funds' an administration charge of £5 will be added to the outstanding debt.
- Payment will be taken by direct debit on the 1st working day of every month or within 3 working days thereafter.

2 Membership Categories

- Platinum membership allows unlimited visits to the thermal suite.
- Experience 4 memberships allow access of 4 visits per annum i.e. 1 visit per calendar quarter.
- Experience 8 memberships allow access of 8 visits per annum i.e. 2 visits per calendar quarter.
- Experience 12 membership allows one visit per calendar month.
- Memberships allow access to the Thermal Suite

only. Additional charges apply for rasul mud chamber, spa treatments or food and beverage.

4 Membership Cancellation

- When cancelling a membership, one month's notice must be given in writing to the Company. If a member cancels their membership, they will become eligible to pay the joining/affiliation fee if they wish to re-join.
- The Company reserves the right to cancel any membership at any time. Should the membership be cancelled as a result of misconduct or improper use of facilities, any monies paid in advance and due under contract terms are non-refundable.
- If a member decides to cancel their membership all monies paid in advance will be deemed non-refundable.
- If a member wishes to cancel their membership following suspension, they must re-join for a 30 day period.

5 Code of Conduct

- There is to be no misuse of the facility, services or equipment provided.
- Smoking (inc. E Cigarettes) is not permitted inside or within our outdoor thermal areas. A designated smoking area is provided at the bottom of Bertram's lift.
- Users must not knowingly cause a health or safety hazard to others.
- Users must not use any facility or treatment if they are knowingly unfit to do so.
- Users must report all thefts, accidents or any suspicious act to a member of staff immediately.
- Leave all valuables in the lockers provided as the company will not take responsibility for lost or stolen items.
- During visits, users are asked to take care of their locker wristband as replacements are charged at £5.00 each.
- Users will be issued with a wristband for a designated locker at reception once they have checked in.
- Each guest will be issued with a towel, robe and footwear for use during their visit.
- Users are required to wear their issued footwear only.
- No belongings are to be left in the lockers overnight. Lockers will be emptied daily.
- Bad language and unruly behavior is not acceptable and will not be tolerated in any part of the facility and will result in suspension from The Woodland Spa.
- Users are asked to vacate the thermal suite facilities fifteen minutes prior to the closing time to allow time for showering and changing.
- At the end of each visit, all users must return their robe and towel and footwear to the laundry drop, which is located in the changing areas. Theft or attempted theft of robes or towels will result in permanent exclusion. Spot checks on baggage at exit may be carried out.

6 Safety and Hygiene

- Food, beverages and alcohol are not permitted inside the Thermal Suite, outdoor hot tubs or changing rooms. They may only be purchased and consumed within the restaurant or outdoor seating areas.
- Glass bottles or glass items are not allowed in the Thermal Suite, changing rooms or garden areas.
- Pets are not allowed in the facility with the exception of guide dogs.

- Emergency exits are not to be used to enter or leave the building except in the case of a fire.
- Cars are to be parked in the designated areas only and must not be left overnight. Crow Wood Leisure Ltd. accepts no responsibility for loss, damage or injury to any persons or property whilst attending the facility.
- Unless you are displaying a valid disabled badge you must not park in the designated disabled parking bays.
- We recommend no alcohol to be consumed prior to thermal suite usage. Alcohol is consumed at your own risk.

7 Swimming Pools

- Users must shower before using the swimming pools, spas or thermal suite cabins.
- Diving and jumping are not permitted.
- Max depth 1.2m.
- Appropriate swimwear must be worn when using all pools.
- Please note no lifeguard is provided for pool supervision. Users do so at their own risk.

8 Thermal Suite

- Shaving in these facilities is not permitted. Those suffering from high blood pressure, a cardiac irregularity, is immunosuppressed or pregnant, should seek medical advice prior to booking and using the Thermal Suite and pools.
- Users should not use the Thermal Suite facilities without reading the rules regarding usage.

9 Ladies Only Gym

- No male members or guests may use this facility at any time regardless of membership type.
- This facility is unsupervised and users do so at their own risk.
- No equipment is instructor led, all facilities are free train only.
- This facility is part of joint usage with The Company health club members.
- Experienced and qualified gym instructors are available in the main gym in Crow Wood. Personal training is available at extra cost within Crow Wood.
- Occasionally it may be necessary for a male member of staff to be in attendance though we will do our best to avoid this.

10 Bertram's Restaurant

- The restaurant is an adult only environment.
- This facility is also open to the general public as a restaurant.
- Some Spa packages will include food and/or beverage. Not every package will include this, however food and beverage upgrades can be purchased in the restaurant.

11 Closure and Functions

- The Company reserves the right to close the facility to all customers, regardless of membership type, up to 6 full days per calendar. During these closure days, no admittance will be granted to any of the facilities including changing areas regardless of membership type and no refunds will be given for these closures.