

Terms and conditions

INTRODUCTION

To help our members get the best out of their wellfit membership and to understand our responsibilities to them and their responsibilities to us, we encourage all members to read these terms and conditions. All members should feel welcome to speak to a member of our team regarding any questions concerning the terms and conditions.

The website policies and terms & conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, our members are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

The management reserves the right to amend these terms and conditions at any time. We have split these terms and conditions into two parts.

- Part a – terms and conditions of membership
- Part b – club rules and regulations

Definitions:

We or us: wellfit

The club: all facilities within the vicinity of wellfit

A – terms and conditions of membership

1.0 Starting a membership

1.1 All new memberships are subject to the approval of the management. The management reserves the right to reject an application for membership for any reason whatsoever, at their absolute discretion. The management also reserves the right to verify or require proof of all information given in order to obtain membership. Any fraudulent or wrongful information given in order to obtain membership could result in the cancellation of all membership rights.

1.2 All membership will begin on the day that the membership application is made.

1.3 Any membership applications made in the pre-sale period will automatically start on the day that the club opens.

1.4 A delay to start any membership by up to 15 days may be requested and is subject to approval from the general manager.

1.5 All memberships will run for the initial period, which for annual and monthly memberships is at least 12 months. This means that for annual memberships and monthly memberships the minimum commitment is to pay for a minimum of 12 months of membership with us. This applies to monthly memberships even if the automatic payment link is cancelled before then.

1.6 For flexible memberships, the minimum commitment period is two months.

1.7 All membership payments are due in advance and cover the period to come.

1.8 All members with an annual membership will be approached for the renewal of their membership before its expiry date. Any membership that is not renewed will automatically end on its expiry date. Any lapse in membership exceeding 30 days will require the member to rejoin at current membership fees.

1.9 All members must have their photo taken upon joining the club; this is to allow us to check the identity of members accessing the facility. Failure to supply a clear photo for your profile will result in your membership being terminated.

1.10 Memberships are personal to the member and are non-assignable, non-transferable and non-refundable. A member will not be allowed to loan/lend his/her rfid band to be used by a third party.

1.11 Duo and family memberships will be linked are considered one membership. Only the primary member of this membership can request actions such as freeze requests, cancelations etc. If the primary membership is frozen then all linked memberships will be frozen also. The memberships cannot be unlinked during the membership.

1.12 An rfid band must be worn at all times in the club and is then only mode of access to all clubs.

2.0 Making changes to a membership

2.1 Any changes to a membership's category will result in the membership fees automatically changing to the current fees advertised for that category for new members. Members are required to pay the difference in fees between their new and old membership category.

2.2 If a member asks us to reduce their membership fees because they work for a certain employer, they will be required to provide suitable proof of employment. From time to time, we may ask for updated proof of employment.

2.3 To add a second adult member to an existing membership, the signature of both adult members will be required.

2.4 Duo and family memberships will be linked and cannot be unlinked during the period of membership.

3.0 Freezing a membership

3.1 Membership freeze- two months maximum

3.1.1 Our club monthly and club annual members have the ability to freeze their membership for a maximum of 60 days in any 12-month period. Any other membership type (including but not limited to 1 month, 3 months and 4 months) is not permitted to freeze their membership unless an extenuating circumstance is present. (See section 3.2)

3.1.2 To freeze their membership, members must have completed the first three months of their membership. Members must provide written notice to freeze their membership.

3.1.3 There is no minimum time commitment for the membership freeze but it cannot exceed a total of 60 days.

3.1.4 The duration of the membership suspension will be credited to the initial membership term.

3.1.5 A processing fee of aed50 (+vat) will be charged each time the membership is frozen.

3.1.6 A freeze request must be submitted at least 48 hours before the requested freeze date.

3.1.7 Members of the frozen membership cannot use the facility and its services when a membership is frozen, and this shall apply to other members in their membership group, if applicable. This includes duo and family memberships.

3.1.8 Duo and family membership holders when freezing will mean all linked memberships are frozen for the same period.

3.1.9 Freeze request cannot be submitted after a cancelation of the membership in question has been submitted.

3.1.10 Back dating of a freeze request is not permitted at any time. A freeze request must be submitted before the start date of the freeze.

3.1.11 Memberships that are in default status are not permitted to freeze.

3.1.12 Membership rates will be charged pro rata when a membership is frozen. Monthly payments are not suspended.

3.2 Extended membership freeze

3.2.1 In the interest of offering a fair service to our members we will permit them to extend the duration of the membership suspension for up to 6 months in exceptional circumstances:

- Injury
- Illness
- Pregnancy
- Redundancy

3.2.2 To freeze their membership for up to six months members must provide:

- Written notice
- Suitable evidence of their circumstances, such as:
 - Stamped approved medical certificate exceeding 2 months
 - Termination of employment letter
 - Visa cancellation document

3.2.3 There will be no fee to freeze a membership for any of the reasons stated in point 3.2.1

4.0 Guest passes

4.1 Using guest passes

4.1.1 Members are permitted to sign in any adult guest member using their allocated monthly guest pass.

4.1.2 Members are required to sign their guest in at reception and accompany them at all times.

4.1.3 The member is responsible for ensuring that their guests behave in an appropriate manner.

4.1.4 Members who wish to sign in a guest to the club without a guest pass must pay the appropriate guest pass fee at each location.

4.2 Social guests

4.2.1 Social guests are permitted to use only the f&b area and not the fitness/ sports facilities. There is no fee for social guests.

4.2.2 Social guests are not permitted at peak times.

5.0 Using other wellfit clubs

5.1 Members may be able to use other wellfit clubs and should speak to a team member at their home club for details, certain restrictions may apply.

5.2 If a member wishes to use all wellfit clubs they should be a passport member and upgrade to the appropriate membership type.

6.0 Juniors

6.1 Junior memberships

6.1.1 Anybody under the age of 16 is classed as a junior member and an adult must sign their membership form.

6.1.2 Junior members between the ages of 12 years and 15 years of age must be accompanied by an adult to use the gym floor (by a pt or parent/ guardian). Junior members under the age of 12 are not permitted to use the gym floor.

6.1.3 In the event of a junior member turning 16 years of age, within their 12-month commitment period, they will be given the choice to remain on the junior membership until the end of the 12-month term or upgrade to an adult membership. If the member chooses to remain on the junior membership, their access to facilities will be limited to those included in the membership category.

6.1.4 Junior members will have access to attend classes and are not permitted to roam the facility unattended or use the facility without the supervision of a staff member.

6.1.5 Wellfit does not assume any responsibility for escorting junior members to toilets or changing rooms. This remains the express responsibility of parents/guardians.

6.1.6 Junior members must exit all designated training areas promptly at the end of class. Junior members shall be collected by a parent/guardian promptly after completion of any class.

6.2 Solo junior members

6.2.1 In the instance where a junior member, under the age of 12 is either attending a "sport" or training session with one of our personal trainers they must be accompanied into the club by a responsible adult. The junior member must use their rfid band to enter the club, while the parent, if not a member, must collect a "parent lanyard" from reception and sign in.

6.2.2 When also entering the facility to collect the child, the adult will be provided with a parent lanyard.

6.2.3 The non-member adult is not permitted to use the fitness facilities, but is permitted to use f&b. If the non-member adult wishes to use the facilities, they must pay the relevant guest fee.

6.2.4 Whilst the session is taking place:

6.2.4.1 Under the age of 4- the parent must stay in the club.

6.2.4.2 Age 5-11- the parent must stay within the vicinity of the club location

6.2.4.3 12-15 - The parent must be contactable by phone.

6.3 Junior code of conduct

6.3.1 Please be courteous to our staff and other members of our wellfit community.

6.3.2 Foul language or misbehaviour will not be tolerated.

6.3.3 Please ensure that you have your required equipment and that you are dressed appropriately for your class.

6.3.4 Juniors will only be given access to the facility within 15 minutes before the start of the class.

6.3.5 Juniors will only be given access with a valid class booking in place.

6.3.6 Juniors must be collected no later than 15 minutes after the class has ended.

6.3.7 Parents & guardians must watch from designated viewing areas.

6.3.8 Parents and guardians (non-members) must exchange their eid / car keys for a guest lanyard to gain access into the club (where access is applicable).

6.4 Waiting list rules:

6.4.1 Parents & guardians of juniors on the waiting list for a class must remain with the junior until the coach accepts the junior into the class.

6.4.2 Waiting list juniors will be accepted 5 minutes after the start of a class if capacity allows it.

7.0 Additional charges

7.1 There may be an extra charge for a number of facilities and services. We will display the current charges in the club.

7.2 Charges may vary from time to time and from club to club. For details of all charges and fees, members can contact the membership team at their home club.

7.3 In the case of a lost rfid band the member will be required to pay 50 aed plus vat for a replacement.

8.0 Cancelling a membership

8.1 Cancellation of memberships prior to the minimum commitment period is not permitted. Failure to use the club or non-usage of the club's facilities does not eliminate the obligation to pay all the subscriptions on time, nor grants a refund.

8.2 Members may make a request to cancel their membership within the minimum commitment period in exceptional circumstances:

- Injury
- Illness
- Pregnancy
- Redundancy
- Relocation (exceeding 30kms from any wellfit club)

8.2.1 To end a membership for one of the reasons listed above, 30 days advance notice in writing must be provided along with suitable evidence:

- Stamped and approved medical certificate exceeding 6 months
- Letter of termination of employment (with company stamp)
- Visa cancellation document
- One-way flight ticket

8.2.2 Following a review of the documents, the membership may be cancelled at the sole discretion of the management.

8.3 To cancel a flexible membership, 30 days advance notice in writing must be provided. However, the minimum commitment period is 60 days for any flexible membership

8.4 To cancel a monthly membership, a member must complete 365 days of memberships and provide 30 days' notice. Monthly memberships will remain active post day 365 until such time as a cancellation is received.

8.5 At any time, members are permitted to end their membership if we give notice that we intend to:

- Change the location of the club; or
- Close the club permanently.

8.6 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 any member to the police, ban the member immediately and permanently from the club and all other wellfit clubs and to cancel the entire membership, without refund.

8.7 We may also cancel the entire membership in the following circumstances:

8.7.1 If any member breaks or repeatedly breaks this membership agreement or the club rules

8.7.2 If, with the member's knowledge or permission, another person uses their membership rfid band to get into any club

8.7.3 If any member's guest uses rude or abusive language or behaves or threatens to behave in a violent or aggressive way at any wellfit club

8.7.4 If, for a period of longer than 12 months, neither the lead nor any linked member uses any club facilities.

9.0 Transferring a membership

9.1 Members are permitted to request to transfer the remaining balance of their membership to an alternative existing member or non-member. In the event the member was a founding member the membership rate will transfer with the membership, but the member benefits will not.

9.2 Members are permitted to transfer their memberships from one club to another. Due to club membership rates a delta payment maybe required to make up the difference of the transfer payment. All additional payments will need to be paid before the membership can be transferred.

9.3 Any request to transfer a membership must be made in writing

9.4 All membership transfers are at the sole discretion of the management

9.5 A processing fee of aed150 (+vat) will be applied to transfer any membership.

10.0 Paying for a membership

10.1 Annual memberships and short-term prepaid memberships

10.1.1 All memberships are paid for in advance. This means that for annual memberships, the full annual fee must be cleared at the point of joining and must cover the subsequent 12 months.

10.1.2 Memberships that are 1 month, 3 months and 4 months are paid in advance. This means that for these membership types, the full fee must be cleared at the point of joining and must cover the subsequent membership periods.

10.2 One-month memberships

10.2.1 All memberships are paid for in advance. This means that for the one-month membership, the full month fee must be cleared at the point of joining and must cover the subsequent 30 days.

10.3 Monthly recurring or flexible memberships

10.3.1 All monthly or flexible memberships are paid in advance. This means that members are required to pay for their membership via an automated payment for the period in advance.

10.3.2 In the instance where an automated payment is unsuccessful, we will try to take the payment again in the same month. If the payment remains unsuccessful, we will try to take the payment in the following month for the amount in arrears in addition to the next month's membership fees.

10.3.3 A late payment fee of aed50 (+vat) will be charged for any payments made after the 15th day of the month.

10.3.4 Cancelling the automated payment set up does not suffice as providing notice to cancel the membership.

10.3.5 Members who pay via automated monthly payment are responsible for providing the club with their most up-to-date payment details.

10.3.6 If fees are unpaid for 3 consecutive months on any membership, the members will be banned from all wellfit facilities.

10.4 All memberships

10.4.1 Wellfit reserves the right to prevent or restrict access for any member or linked member with outstanding membership fees.

10.4.2 We may increase membership fees automatically each year by up to either 1% above the rate of inflation according to the consumer price index or 3%, whichever is higher. If we do this, the new fees will come into force on 1 January each year.

10.4.3 As well as the increase described in above, we have the right to increase membership fees at any time to take account of any increase in the rate of vat. We will make every reasonable effort to give you one month's notice of the increase (either in writing or by displaying a sign on the screens in your club).

10.4.4 All published memberships or other fees or charges are inclusive of vat. This applies to all the charges from wellfit llc applied under these terms & conditions. Your vat invoice for membership fee or any other charges can be collected from the club reception, downloaded from the wellfit app or is automatically emailed to you post the transaction.

11.0 Making changes to the club, facilities or services

11.1 If we plan to change the location of the club or close it permanently we will, where possible, provide three months' notice.

11.2 If we cannot give you three months' notice of the change or closure but you want to end your membership, you can give us written notice, which ends on the date when the changes start to apply. We will refund any part of your membership fee you have already paid for a period after that date

11.3 We have the right to increase, reduce or withdraw certain facilities, services, or activities in any of our clubs either permanently or temporarily (for example, to carry out cleaning, repairs, maintenance or security work with no reduction of membership fees.

11.4 We reserve the full right to set or change the working times as deemed appropriate. The normal hours of operation are as directed at the wellfit club entrance. The management reserves the right to adjust the hours for the purpose of cleaning, decorating, repair and maintenance, club functions or holidays.

12.0 Refunds

12.1 Failure to use the club's facilities and/or services does not automatically grant a refund.

12.2 All memberships fees are due in advance of the period to come and are non-refundable.

12.3 Any refund granted is at the sole discretion of the management.

12.4 All refunds will be done through bank transfer, unless the member requests cash.

13.0 Complaints

13.1 We are committed to ensuring that our members are satisfied with the service that we provide. If any member wishes to make a complaint, they are encouraged to speak to a member of our team as soon as reasonably possible so that we may fully investigate the matter.

13.2 All complaints should be reported to a team member at the club. If any member is not satisfied with the response, they may request to speak to a member of the management team within the club. If they are still unsatisfied with the outcome, they may write to the head office to resolve the issue.

14.0 Liability

14.1 Wellfit does not accept liability for damage or loss to members' or guests' property that may happen on the premises or within the grounds of your club or any other wellfit club, other than the liability that arises from our negligence or our failure to take reasonable care.

14.2 Wellfit does not accept liability for the injury or death of any member, child or guest that may happen on the premises or within the grounds of your club or any other wellfit club, other than the liability that arises from our negligence or our failure to take reasonable care.

15.0 Marketing

15.1 Marketing campaigns may reach the member through e-mail, and offers and the latest news will be sent to the member via sms or email. Members can unsubscribe from these messages should they so chose to do by selecting unsubscribe in the email or responding no to the Sms.

16.0 Photography

16.1 Wellfit reserves the right to photograph within the club, including members with proper notice prior to the event. Staff will aim to gain consent from those in the vicinity of the shoot prior to proceeding to take video or photos.

16.2 Photos/ videos may be used in online, tv and print sources.

16.3 Members that wish to take selfies or videos while on the club premises are permitted to do so with a mobile phone only, and with due care and consideration of other members.

16.4 The use of tripods on the gym floor is again permitted but only with the use of a mobile phone and with due care and consideration of other members. In the event another member complains about the use of a tripod and mobile, the member will be asked by the management to stop.

16.5 Members are not permitted to use anything other than a mobile phone. The use of industry grade equipment and video/filming crews is explicitly not permitted unless approval has been given by the club general manager.

17.0 Website

17.1 Privacy policy

17.1.1 All credit/debit card details and personally identifiable information will not be stored, sold, shared, rented or leased to any third parties.

17.1.2 The website policies and terms & conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, members are encouraged to frequently visit these sections in order to be updated about any changes on the website. Modifications will be effective on the day they are posted.

17.2 Terms and conditions

17.2.1 Any dispute or claim arising out of or in connection with the wellfit website shall be governed and construed in accordance with the laws of the united arab emirates.

17.2.2 Minors under the age of 18 are prohibited to register as a user of the wellfit website and are not allowed to transact with or use the website.

17.2.3 If you make a payment for our products or services on our website, the details you are asked to submit will be provided directly to our payment provider via a secured connection.

17.3 Delivery

17.3.1 We will not deal or provide any services or products to any of ofac (office of foreign assets control) sanctions countries in accordance with the law of uae.

18.0 Personal training

18.1 Personal training payments

18.1.1 All payment for personal training is due in advance of the session. Payment can be made at the club reception or online.

18.1.2 Members are encouraged to retain the receipt for all personal training purchases.

18.1.3 Personal training packages may only be purchased by active wellfit members.

18.2 Personal training by recurring payment

18.2.1 All sessions from recurring payment of personal training sessions must be used within the calendar month to which they relate. Any such sessions not used within the calendar month will be lost without refund and may not be carried over into the following months.

18.2.2 All recurring payments for personal training must be paid via an automated payment system on the 1st day of each month.

18.2.3 Personal training via recurring payment is subject to a 3-month minimum term commitment.

18.2.4 To cancel a personal training subscription by recurring payment, one month's advance notice in writing must be provided.

18.2.5 Notice to amend the payment details used must be provided in writing, prior to the 15th day of the month.

18.2.6 Top up sessions are available to be purchased only by members with an active personal Training package via recurring payment subscription.

18.3 Personal training bookings

18.3.1 Upon purchasing a personal training package, you will be required to select a personal trainer.

18.3.2 All bookings can be made via the member's app or directly with the trainer.

18.4 Cancellation and late arrivals

18.4.1 Members are required to provide 24 hours' notice to cancel any personal training session. failure to do so may result in members being charged the full rate.

18.4.2 If we fail to provide 24 hours' notice to cancel a session, members will receive their next training session free of charge.

18.4.3 Member are requested to arrive on time for their personal training sessions; failure to do so will result in the session length being reduced accordingly.

18.4.4 If a member is more than 20 minutes late to their training session, the trainer reserves the right to cancel the session, with no refund provided and the full rate being charged.

18.4.5 If the personal trainer is more than 10 minutes late to a training session, members will receive a complimentary session at a mutually convenient time.

18.5 Refunds

18.5.1 Members may make a request a refund for personal training packages purchased in exceptional circumstances:

- Injury
- Illness
- Pregnancy
- Redundancy
- Relocation (exceeding 30kms from any wellfit club)

18.5.2 To request a refund for one of the reasons listed above, one month's advance notice in writing must be provided along with suitable evidence:

- Stamped and approved medical certificate exceeding 6 months
- Letter of termination of employment (with company stamp)
- Visa cancellation document
- One-way flight ticket

18.5.3 Following a review of the documents, the refund may be provided at the sole discretion of the management.

18.6 Personal trainers

18.6.1 Members may request to transfer any purchased sessions to another trainer under any circumstances.

18.6.2 In the event that a member changes trainer, any sessions previously used will not be credited.

18.6.3 In the event that a trainer is on leave or otherwise unavailable, members may contact the personal training manager to complete their session with an alternative trainer.

18.6.4 Personal trainers cannot prescribe treatment or diagnose medical conditions. They may advise the member to consult a gp should any medical condition arise.

18.6.5 Members are not permitted to bring their own external trainer with them into the club under any circumstances.

18.6.6 Only personal trainers or coaches that are employed full time by wellfit are permitted to conduct personal training at any wellfit club.

19.0 Sports add on memberships

19.1 Starting an add on membership

19.1.1 The sports add on membership upgrade starts from the day the payment is made to add sports specific training.

19.1.2 The sports add on will run for a minimum of three months (90 days) from the date that the payment is made.

19.1.3 Payment must be made before any sports coaching sessions can be booked or accessed.

19.1.4 Any linked members who wish to take part in sports specific coaching sessions must also purchase add on memberships.

19.1.5 Before starting a sports add on members are required to complete a physical activity readiness questionnaire (par-q).

19.2 Paying for an add on membership

19.2.1 Payment can be made either as a lump sum, or via an automatic monthly payment.

19.2.2 All payments are due in advance of the period to come.

19.2.3 If an automated payment is unsuccessful, we will try to take the payment again in the same month. If the payment remains unsuccessful, we will try to take the payment in the following month for the amount in arrears in addition to the next month's membership fees.

19.2.4 Members will be unable to book sessions or sports coaching whilst the membership is in arrears.

19.2.5 Cancelling your automated payment is not the same as giving notice to cancel a sports add on membership.

19.3 Cancellation of sessions

19.3.1 Members are requested to cancel their sports booking with a minimum of 6 hours' notice where possible if they are not able to attend.

19.3.2 In the event of three "no shows" within 30 days we reserve the right to remove a member's booking rights for 7 days..

19.3.3 In the event of three "late cancellations" within 30 days we reserve the right to remove a member's booking rights for 7 days.

19.4 Cancelling a sports add-on membership

19.4.1 Sports add on memberships can be cancelled only once the minimum commitment period as set out in point 1b has been completed.

19.4.2 To cancel a sports add on membership, 30 days' written notice must be provided.

19.4.3 Members may request to cancel sports add on memberships prior to completing the minimum term in exceptional circumstances:

- Injury
- Illness
- Pregnancy
- Redundancy
- Relocation

19.4.4 Any request must be made in writing and is at discretion of the senior management.

19.4.5 Members may be requested to provide suitable evidence.

19.4.6 Members may request to transfer from one sport to another, only after the minimum term has been completed.

19.5 Refunds

19.5.1 Refunds for sports add ons are not permitted.

19.5.2 In exceptional circumstances (below) members may request a refund:

- Injury
- Illness
- Pregnancy
- Redundancy
- Relocation

19.5.3 All requests must be made in writing and is at the sole discretion of the management team.

19.5.4 Members may be requested to provide suitable evidence.

19.6 Attending sessions

19.6.1 All sports sessions must be booked in advance

19.6.2 Members must arrive prior to the start time of the session. The coach reserves the right to refuse entry to the session after it has started.

19.6.3 Whilst attending sessions members must, for their own safety and the safety of other members, follow the instruction and guidance of the coach.

19.6.4 Members must inform the coach of any changes to their physical health.

A – Club rules and regulations:

20.0 Health and safety

20.1 Upon joining the club, the member is responsible for completing the physical activities readiness questionnaire (par-q) truthfully and to the best of their knowledge. Members are responsible for updating their par-q upon any changes to their health status.

20.2 The member is responsible for disclosing any health problems to the coach/instructor before engaging in any physical activities.

20.3 In the event of non-disclosure of any information about their health condition or providing inaccurate information, the member must accept full responsibility and is not permitted to hold the club accountable.

20.4 Members are required to pay due care and attention to their own safety whilst using the facilities and must always follow the instructions of the coach or instructor.

20.5 Members are responsible for exercising within their own limitations and ability and must not exceed these boundaries.

21.0 Locker usage

21.1 The lockers are meant for use during club opening hours when the member is present in the club. It is not permitted to keep belongings in the locker overnight.

21.2 The management is entitled to empty the contents of the lockers that remain locked at the end of the official working day without incurring any liability as a result thereof.

22.0 Prohibitions that should be avoided by the member

22.1 The member is not entitled to object to the number of participants in the club.

22.2 It is strictly forbidden to remove any equipment from the club.

22.3 Smoking or vaping is strictly prohibited inside the club, lobby or anywhere else in the club premises.

22.4 Using the facilities whilst under the use of alcohol or narcotics is not permitted and strictly forbidden.

22.5 It is not permitted to bring food into the club.

23.0 General etiquette

23.1 Members are requested to return all portable equipment to the rack provided.

23.2 Members must take due care of the company's property and use all equipment with care and consideration. The member is fully responsible for damage to any equipment as a result of misuse and shall be responsible for the damages.

23.3 Any equipment must be cleaned and sanitized by the member after use.

23.4 All members and guests are required to wear proper gym attire when exercising and to dress modestly when working out. Torn clothes, jeans and denim shorts are strictly not permitted. Non-marking rubber, rubber soled sports shoes are always required in the gym and in the group exercise studios. Nudity is strictly not permitted.

- 23.5 Where possible, we encourage members to store their bags and personal belongings in the lockers provided in the changing rooms.
- 23.6 Members training in the martial arts area, must store their belongings in the lockers in the changing rooms or the cubby holes located in the martial arts area.
- 23.7 As we understand that athletes training in the eleiko zone will need access to their personal belongings, we request that they place their bags with minimal disruption to other members and in a position that does not cause a trip hazard.
- 23.8 Bags are not permitted in the group exercise studios.
- 23.9 Wellfit does not accept any liability for damage, theft or loss of bags or personal belongings.
- 23.10 Towels will be distributed to members from the main reception collection point and the member experience collection point. Each member and their guest will be able to collect 1 hand towel and 1 bath towel.
- 23.11 Towels will not be permitted to be taken outside the facility.
- 23.12 Towel will not be permitted to be taken to the padel tennis area.
- 23.13 After use, members and guests are requested to drop their used towels into the collection bins located around the facility.
- 23.14 We expressly request that members do not leave used towels on the floor of the changing rooms.
- 23.15 Members use our recovery services at their own risk. This includes but not limited to cold plunge, sauna and steam rooms.
- 23.16 Nudity in the locker rooms is strictly prohibited.
- 23.17 Appropriate footwear should be worn at all times within the club.
- 24.0 Bookings
- 24.1 All scheduled classes (group exercise, pt, coaching) must be booked by the member via the member's app or member services desk.
- 24.2 Members are requested to cancel their group exercise booking with a minimum of 2 hours' notice where possible if they are not able to attend
- 24.3 In the event of three "no shows" within 30 days we reserve the right to remove your booking rights for 48 hours.
- 24.4 Members are required to provide 24 hours' notice to cancel their personal training booking (more information can be found in the personal training agreement).
- 24.5 Members are required to provide 2 hours' notice to cancel a court booking.
- 24.6 In the event of a late cancellation of a paid-for service, no refund will be provided.