

# NOTICE

## Membership Terms

Membership entitles an individual to use of the Lido's facilities subject to the conditions of their chosen membership category. Please note prices are liable to change from time to time.

### **MEMBER'S ACCESS**

Every member will receive a membership card which must be used to gain access to the Lido. A digital photo will be taken on your first visit. Lost cards can be replaced for a fee of £2.

### **CHILDREN**

Children's hours are Monday to Sunday 9-11am and 2-4pm. For safety purposes all children must be accompanied by an adult (16 years) on a one-to-one basis. The sauna and steam room are not available for children's use. Infants (three years and under) may use the pool on a complimentary basis (waterproof nappies must be worn).

### **MEMBER'S GUESTS**

Members are welcome to bring guests to the Lido. Guests must be accompanied by the member at all times and pay the current guest fee. We are unable to take advance bookings for guests. Members must ensure that their guests are fully aware of the Lido's terms and conditions and rules and regulations. The proprietors take no responsibility for accidents, injuries, misadventure, theft or damage to personal belongings experienced by guests of the Lido.

### **CUBICLES**

For security reasons and the benefit of other pool users all cubicles must be vacated after each use. Please do not leave items in the cubicles whilst using the facilities. All cubicles will be checked regularly, and any belongings will be removed. This policy is adopted for member's safety and security and is of prime importance in the Lido's operation.

### **MEMBERSHIP PAYMENTS & CANCELLATIONS**

A nonrefundable joining fee is payable on all new memberships and those which have lapsed for a period longer than a month.

Monthly membership payments are payable by direct debit – normally taken within the first 5 working days of the month. If at any point you wish to cancel your membership, you must contact the Membership Coordinator.

We require 10 days' notice before the end of the month. If you wish to cancel your direct debit, please inform your bank personally as the Lido cannot do this on your behalf.

### **SUSPENDING MEMBERSHIPS**

In the case of having to temporarily suspend membership due to long term injury, illness or pregnancy (minimum term of 1 month), we require 10 day's notice before the end of the month along with a medical certificate from a registered GP. Suspensions will start from the end of the current month or month following.

### **CHANGING DIRECT DEBIT ACCOUNT**

When changing bank accounts from one bank/branch to another, immediate notification must be given to the membership manager and a new direct debit completed.

### **TRANSFERRING MEMBERSHIPS**

Memberships are generally not transferable, however in extenuating circumstances the Membership Coordinator may consider a transfer (minimum 3 months, maximum 6 months).

### **PERSONAL BELONGINGS**

If any personal property is found, please hand it in at reception. Any property that is not claimed will be donated to a worthy charitable cause. Lost property cannot be lent out under any circumstances.

### **MEMBERSHIP RULES**

In order to maintain a high standard of facilities within a safe leisure environment and to ensure everyone's enjoyment, please read and observe the following membership rules:

1. All members and their guests must wash thoroughly before using the pool and facilities. The Lido has a low chlorine policy which means all pool users have to wash properly before using the pool. Moisturisers, hair products makeup and perfumes all leave residue in the water which means we then have to increase the chlorine levels at the Lido.
2. The Lido reserves the right to terminate membership for breach of the rules, or conduct which, in the

proprietor's opinion, is damaging to the character or interests of the Lido or offensive to other members or staff.

3. Members must advise staff of any personal, current disability such as blindness, heart condition, epilepsy and other conditions prior to using the facilities so that they help to avoid accidents, injuries or misadventures to themselves or others.

4. Whilst using the Lido facilities all members accept responsibility for their state of health and physical condition.

5. Member's behavior in the Lido must not constitute a security or safety hazard to themselves or others at the Lido. Any offensive behavior will result in membership being cancelled.

6. Absolute discretion is retained by Thames Lido Ltd (the proprietors) to reject any application or renewal of membership without ascribing any reason for doing so.

7. The proprietors' liability for damage or loss to member's property is strictly limited to any damage or loss suffered as a direct result of the negligence of proprietors or their staff.

8. No pets will be allowed in the Lido with exceptions of guide/assistance dogs.

9. The proprietors may at any time withdraw all or any part of the Lido facilities for any period or periods where and when it may be deemed necessary for repair, maintenance, alteration or for safety reasons or alternative use.

10. The pool is unsupervised; members and guests are advised to use extreme care when using the swimming pool and facilities and swim at their own risk.

11. The Lido has the right to close all the facilities of the Lido for a maximum of 6 time a year for sole use events. There would be advance notification of this to the members.