

MEMBERSHIP

MEMBER GUIDE & FULL RULES

ACCIDENTS & LOSSES

- The Club does not accept any responsibility for any injury caused to members, members' guests or visitors by reason of negligence or otherwise whilst on the Club premises. The attention of members is called to the danger of balls from the Hockey pitches and Tennis/Squash Courts. The Club accepts no responsibility for money or personal belongings of members, members' guests or visitors left on the Club premises, including lost property held by the Club.

BALL GAMES

- Individuals are not permitted to play ball games in any area of the Clubhouse or grounds, except when playing on the appropriate court or surface or when supervised in a coached or Club activity.

BICYCLES

- Bicycles must not be brought into, or ridden on, in any areas of the Clubhouse or areas other than the car park.
- Bicycles must not be taken onto, or ridden on any of the sports playing surfaces and must only be parked in the designated Bicycle rack in the car park.

BINS

- External waste bins are provided for business purposes for which the Club is charged by weight. They are not for members' or guests' personal waste disposal or recycling needs.

CATERING

- The Club provides a catering facility on such days as advertised on the Notice Boards or Website and as such, members and their guests are requested not to bring their own refreshments into the Clubhouse or grounds.
- Rules for catering during tournaments and holiday camps may differ at the discretion of the catering franchise and Club management.

CARS

- The Club accepts no responsibility for cars left in the Club grounds. Owners must accept full responsibility for the safety of their cars and contents. Cars may only be parked in the areas designated for car parking and so as not to cause an obstruction to other cars.
- Overnight parking is not permitted without prior authorisation from the Club management.

CHILD PROTECTION POLICY

- The Club acknowledges its duty to safeguard and promote the welfare of children. Information is available in the main Clubhouse at Henley Road, the Tuddenham Road Clubhouse and on the Club Website.

CHILDREN

- Children under the age of 10 may only enter the Club with an Adult. The Adult remains responsible for the child and its' actions whilst on Club premises and must provide adequate supervision at all times. Parents will at all times be responsible for the safety and behaviour of their children within the facility.
- Parents must ensure that their children do not distract or disturb the playing and social members of the Club.
- Children over the age of 5 must use the appropriate changing rooms in the Clubhouse.
- Nursing of children will take place in the appropriate changing room or baby changing facility. Nappies should be disposed of in the appropriate nappy bins and under no circumstances should be placed in the general waste bins.
- Staff are not permitted to accept responsibility for the supervision of children at any time.
- No person under the age of 18 may consume or purchase alcohol.

CLASSES

- Members and their guests, or non-members who arrive after a Studio, Coaching or other class has begun, may only be allowed to join that class at the discretion of the instructor or coach in charge, and may be asked to complete a warm-up before joining the class fully.

CLUB PROPERTY & GROUNDS

- Members are asked to respect the property of the Club and may be called upon to make good damage to playing surfaces, equipment, grounds and gardens.
- No Club property or equipment shall be removed from the grounds without the prior authorisation from the General Manager.

COMMUNICATION

There are several ways to keep up to date with all aspects of your Club:

- Online** - via our Club Website www.ipswichsportsclub.co.uk.
- Emails** - see our Club Website for details of all email contacts to help us communicate in an efficient and effective manner.
- ENewsletter** - the Club's ENewsletter provides a round-up of the latest news, offers and promotions.
- Facebook** - as does the Club's Facebook page www.facebook.com/ipswichSportsClub and various sports section pages.
- Notice Boards** - sign-up sheets and the latest news can be found on Notice Boards throughout the Club.

COUNCIL/COMMITTEE

- The list of Council and Committee Members of the Club and their duties are posted on the Notice Boards and Website.

DOGS

- Dogs (except guide dogs) are not permitted anywhere within the Club grounds or buildings.

DRESS

- Recognised sportswear must be worn when playing any sports within the Club grounds and members are asked to respect a reasonable dress code at all times whether on or off court; tops must be worn at all times.
- Out of courtesy to others, members and their guests are required to shower and change before entering the Bar and social areas after finishing their games or workouts.

ENQUIRIES

- General enquiries may be forwarded to enquiries@ipswichsports.co.uk or via the Club Website Enquiry Form or Section Email Contacts information directly, details of which can be found on the Club Website.

FOOTWEAR

- Only shoes designed for Tennis, Squash, Racketball, Hockey, Gym and Studio workouts are permitted. Shoes or boots with heels must not be worn, nor are track shoes, marking shoes or training shoes permitted on the courts, fitness areas or pitches.

FUNCTIONS

- When a function is being held at the Club, access to certain areas may be restricted to those attending the event.

GENERAL

- Individuals are not permitted to play on any of the sports surfaces, except when playing the appropriate sport or when supervised in a coached or Club activity.

GUESTS

- Members are required to sign in all guests prior to using the facilities at Club Reception and all guests should be made aware of, and abide by, the "Member Guide & Rules". Members are required to stay with their guest at all times.
- Playing guests will be required to register at Club Reception and pay the appropriate guest fee before using the facilities.
- Social guests will be required to register only at Club Reception on arrival.
- A playing guest may use the Club facilities for a maximum of 6 visits; social guests a maximum of 12 visits, per calendar year.
- A member may only introduce more than one guest by prior arrangement and at the discretion of the General Manager.
- A member may only introduce more than three guests on weekdays by prior arrangement and at the discretion of the General Manager.

ELECTRONIC DEVICES

- Members, their children and guests, are required at all times to use electronic devices only in a manner that is unobtrusive, silent and compatible with the peaceful enjoyment of the Club premises for other users.

JUNIORS

- Aged 0-17 years (inclusive).
- Juniors under the age of 14 years are not permitted to use the Gym or Studio.
- Juniors aged 14-16 may use the Gym under the supervision of an Adult.
- Juniors aged 17 years may use the Gym at any time.
- Juniors aged 14 years and over may be permitted to attend Studio Classes at the discretion of the Studio Manager and/or Club instructors.
- Juniors under the age of 16 may not use the Sauna or Steam Rooms at any time.

The rules are formulated to create an enjoyable and pleasant atmosphere for all Club Members and visitors.

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LOCKERS

- Coin operated lockers are available in the changing rooms; they require a £1 coin (returnable). No overnight usage is permitted. Personal items left in the lockers are left at the owners' risk.

LOST PROPERTY

- Please ask at Club Reception to check Lost Property. After a period of 4 weeks, any unclaimed property will revert to Club ownership at which point the management reserve the right to dispose of any unclaimed items.

MEMBERSHIP

- All members should be aware of their unique membership number and should be able to provide this number if asked to do so at any time. Members must use this number when making any sports, Studio Class or Social bookings, or when entering the Gym.
- Prospective members should complete a Membership Application Form which is available from the Membership Manager, Club Reception or on the Club Website.
- No Member may, by paying a guest fee or by invitation, participate in a sport or play at a time, which his/her membership category does not permit.
- Annual Memberships will start from the date of joining for 12 months; Monthly Memberships will start from the date of joining but will be calculated in whole calendar months; in this instance a pro-rata fee may be due if joining part way through a month; in both cases, a Joining Fee will also apply.

- **Changes to your postal, email address, telephone numbers or Bank Details (where appropriate).**

Please keep us informed of any changes to your contact details, by completing a form at Club Reception, or by email to membership@ipswichsports.co.uk. All notices sent to such address shall be considered as duly delivered.

- **Changing Membership Category**

If you wish to change your category of membership, please contact the Membership Manager. These changes will become effective immediately subject to payment of a difference in fees if upgrading or by the next appropriate date as confirmed by the Membership Manager subject to the membership category.

- **Referring Members to Join the Club**

As a member, you are encouraged to refer others to join the Club, in doing so, you may be awarded commission at the discretion of the General Manager or at the time of a promotion. There are no limits to the number of members that you may refer. Referral Forms are available from the Membership Manager or Club Reception.

- **Cancellation of Membership**

Members wishing to cancel their membership must do so in writing to the Membership Manager. Notice of cancellation will not be effective until this has been received and acknowledged by the Club.

For Monthly payments, the Club operates a one full calendar month cancellation policy from the date of notification, in writing only. In all cases, the notice period will start from the last day of the month in which cancellation is notified and finish on the last day of the following month. The corresponding cancellation fee will therefore be due and members are requested not to cancel their Direct Debit Instruction prior to contacting the Membership Manager. **Separate Terms and Conditions will apply for all promotional offers;** at the end of the promotional period, the normal cancellation policy will apply.

For Annual payments, the Club operates a standard 14-day cooling off period, counted from the day of joining, during which a full refund may be given provided that notification is given in writing.

- **Suspensions**

Members paying a Monthly Membership may suspend their memberships for a maximum period of up to 3 months in any 12 month period for reasons of injury, absence from the country or pregnancy, after which time the membership fee will automatically return to the current full fee on the member's current membership category. It does not apply to normal holiday periods. A "holding fee" of £15.00 per month per person will be charged for this period in order to keep the member's membership open during this period and will permit the member access to the Club on a Social basis only (Bar/Catering facilities, Social Events). In the case of Annual Memberships, a maximum of up to 3 months may be added onto a members' membership annual term at the discretion of the Membership Manager. Members must request suspension of their membership in writing to the Membership Manager for consideration and in relation to the circumstances involved and may be asked to provide medical proof in some instances. In cases where the

"holding fee" is not paid, the member's membership will be cancelled in line with the Club's standard cancellation policy in the "Member Guide & Rules".

Members are also encouraged to contact the Membership Manager with any changes or queries relating to their playing circumstances or membership at any time.

MEMBERSHIP SUBSCRIPTIONS & FEES

- All membership subscriptions and fees are subject to an annual review following the Club AGM.

MOBILE PHONES

- Mobile phones may be used in all non-playing areas of the Club, quietly, and with consideration to other members at all times.

NANNY PROCEDURE

- To allow your nanny to enter the Club, they must be linked to your membership and the appropriate membership fee paid.

NOTICES

- No written notices, pictures/photos or advertisements may be displayed in the Club or around the Club grounds without prior permission from the General Manager or Club Office.

OPENING HOURS

- The Club is open every day except Christmas Day; the festive period opening hours will be published nearer the time. The normal Club opening hours are: Monday to Friday, 7.00am to 10.30pm, Saturday, 7.00am to 10.00pm, and Sunday, 7.00am to 9.00pm.
- On social functions and other entertainment nights the Club will be open as notified.

PIGEON HOLES/POST

- Mail and messages for the Club Office, sports and other sections may be left in the letter rack located at Club Reception, or the appropriate post boxes. No member shall use the address of the Club for business purposes.

PRIVACY

- Members' contact details are never revealed to external or non-member organisations.

SAUNA/STEAM ROOMS

- Children under the age of 16 may not use the sauna or steam room at any time.

SCOOTERS/SKATEBOARDS

- Scooters and Skateboards must not be brought into, or ridden on, in any areas of the Clubhouse.

SMOKING/E-CIGARETTES

- In keeping with the Club's tradition as a sports and health and fitness venue, the Club operates a no smoking policy (including the use of E-cigarettes) in all Club premises and grounds, the Indoor Tennis Centre, the Club Bar and social areas, and within the proximity of the Clubhouse doorways and Outdoor Tennis Courts. The Club will however permit smoking or the use of E-cigarettes outside, but only in the designated area.
- When smoking in the designated area, smokers are asked to show consideration for non-smokers and to make sure they deposit cigarette or cigar ends in the wall ashtray box provided.

SPORTS BOOKINGS

- For all sports bookings and enquiries, please contact Club Reception in person or by telephone. Notice of booking cancellations must be given by members if they are unable to play. Failure to cancel incurs a 'no-show' charge of £5.00 per booking. Tennis Courts are bookable 7 days in advance; Studio Classes are bookable 7 days in advance; Squash & Racketball Courts are bookable 14 days in advance.

SUGGESTIONS & COMPLAINTS

- The Club operates a suggestion/comment card system and members may at any time complete a card and hand this into the Club Office in confidence; alternatively they may email suggestionbox@ipswichsports.co.uk.

TELEVISION/MUSIC POLICY

- The Club provides televised sporting events as available within the Club subscription service.
- Background music is played in the Club Bar and Function Room for the benefit of members and their guests.