



## Membership T & C's

**Please read this document for instructions on how your membership works and details about inclusions and discounts.**

**Ages 16 + only.**

To enter the gym, go to the Sports & Leisure Hub and speak to a member of staff at reception to obtain the gym code. This changes every day.

### 1. What's Included in my membership?

**Full access to:**

- The Gym
- All Wellness Studio classes - subject to availability

**After signing up for your membership, you'll also receive:**

- 1 x 60-min padel court (Mon–Fri, 08:00–16:00).
- 20% off your first padel retail purchase, followed by 15% thereafter. This purchase must be made on the same day as your membership sign-up. Please head to our Sports & Leisure Hub in person to make your discounted purchase.

### 2. How to book your Wellness classes:

- Head to the checkout and log in to your account. The discount will automatically be applied when you book a class through the checkout process.

### 3. Health & Safety:

- Upon purchasing your membership, you will be asked to read our gym rules and regulations and sign a waiver.

**You must follow PARQ etiquette at all times when in our gym:**

- You must adhere to gym rules. These are subject to change by Les Ormes.
- Always ensure the treadmill has stopped before moving to another machine.
- Wipe down all equipment after use.

- Please return all equipment to its rightful storage area after use.
- Please report any machinery or equipment faults to a member of staff
- Please do not bring bags/coats etc into the gym. Store all personal belongings in the lockers provided.
- Management have the right to refuse entry to the facility.
- Please maintain personal hygiene in the interests of other users.
- Gym wear, t-shirts and appropriate footwear (closed-toe) must be worn.
- Weights must not be dropped whilst exercising.
- Spotters are advised when using weights on bars, for example, for bench press or barbell squats.
- Les Ormes takes no responsibility for theft or loss of personal belongings.
- Proof of membership kept on person when in the gym.
- No speakerphone conversations when in the gym.
- Personal pictures must not include other gym users.
- No users under the age of 16.
- Members must sign in at reception before entering the gym.

## **4. Payments & Billing**

### **Minimum Term & Cancellation**

- Members may cancel their membership with 1 month's notice after the initial 3-month minimum term.
- A 1-month written notice period is required for all cancellations.
- Membership fees remain payable during the notice period.

### **Refunds & Closures**

- The gym and wellness facilities may occasionally close for maintenance, improvements, or operational reasons.
- No refunds or partial refunds will be issued for closures.

### **Membership Freeze**

- Monthly members may freeze their membership for up to 1 month per calendar year.
- A freeze fee of £15 applies per freeze period.
- Membership access is suspended during the freeze period.
- Annual memberships are fixed-term and cannot be frozen, except in cases of medical necessity. Any medical freeze is granted at the discretion of Les Ormes management.

## **Billing**

- Monthly membership fees are collected via recurring payment.
- It is the member's responsibility to ensure payment details remain valid.
- Failed payments will result in suspended access. The outstanding amount will remain on the account until settled.

## **5. Changes to Terms**

- The facility reserves the right to update these Terms & Conditions.
- Members will be notified of any significant changes in advance

## **6. Enquiries**

- All membership enquiries must be made in writing via email to [sports@lesormesjersey.co.uk](mailto:sports@lesormesjersey.co.uk).