



Terms & Conditions.

Health and Safety

- Queens Sports Club assumes no liability for persons who undertake physical activity.
- Please inform us if you have a medical condition that may have consequences for sport.
- You may not participate in any physical activity in the club when under the influence of alcohol, drugs or any medication that may affect your safety.
- Suitable clothing and clean trainers must be worn at all times when participating in a sporting activity e.g. denim is not permitted and nudity will not be accepted.
- Smoking (including e-cigarettes) is not permitted in any part of the clubs buildings or grounds except in the designated smoking area
- Food and chewing gum are not permitted within the gym area or squash \ tennis areas.

We ask you to familiarise yourself with the contents of our signs, notices displayed and the location of the emergency exits.

Liability

Queens Sports Club is not liable for members' personal possessions on the club's premises - including property stored in lockers (availability not guaranteed).

Gym use

Members who want to use the gym are required by the terms of our insurance to book an appointment with the Gym Manager to be shown how to use the equipment in the gym and to ensure that they are able to do so safely. This is members' responsibility to arrange with the Gym Manager on joining.

Gym equipment must be treated with respect. Please do not drop weights, replace after use and wipe down machines and equipment after use.

Membership

Membership, booking rights and access rights are dependent on payment of membership fees.

Club Access

Access to the club's facilities is via a key fob - automatically deactivated on membership expiry. Staff will only allow access to the club in the event of fob problems after membership verification. A returnable deposit for a club access fob will be charged at £10. Replacements £10. Parking spaces are available on a first come first served basis.

Bookings

Booking conditions apply.



Privacy

- The personal data that Queens Sports Club stores is your name, your DOB, your gender, your photograph and your up to date address, and e-mail address,.
- You can request Queens Sports Club to delete all your personal data when your membership expires.
- Members can elect not to have their name displayed on court bookings and not to have their phone numbers given to other members.
- Members and employees should be aware that extensive use of cameras is made to police membership and court/facilities access and for employee supervision.
- Proof of age and home address
- Some of the memberships we offer are discounted from the full adult price based on age and home address. We require proof of age with a passport or birth certificate. For country membership (defined as living within 25 miles as the crow flies) the club manager will need to receive by email or post a copy of an electricity bill and a driver's license.

Discipline

- Failure to adhere to these terms and conditions may result in the termination of your membership.
- Aggressive, abusive or anti-social behaviour to staff and other members will not be tolerated and may result in termination of membership.
- Queens Sports Club has a separate document covering our disciplinary policy

Information on options for alternative dispute resolution

If you wish to complain about any aspect of Queens Sports Club please email our Secretary (email below) explaining the reasons or cause of your complaint. You will receive an acknowledgement within max 7 days. We aim to respond within 48 hours depending on the Secretaries' availability.

Queens Sports Club

Email: secretary@queenssportsclub.co.uk