



MEMBER CHARTER

Our community thrives when every member feels welcome, respected, and proud to be part of Queens. This charter sets out the shared values we all commit to.

USING OUR FACILITIES

- Book courts and fitness classes in advance through Globus or at reception, and cancel promptly if your plans change so others can use the slot.
- Return equipment to its designated place after use, and report any damage or faults to a member of staff straight away.
- Appropriate sports attire must be worn at all times. Clean, non-marking footwear is required on all courts and in the gym.
- Please limit your use of equipment during busy periods so everyone has a fair opportunity to train.
- Food and drink (other than water in a sealed bottle) should be kept to the bar and lounge areas.

COURT ETIQUETTE

- Don't cross tennis courts when a game is in play.
- Wait to cross until players say it's OK.
- Always put pickleball nets away after use.

RESPECT FOR OTHERS

- Treat every member, guest and visitor with the same respect you would expect in return — regardless of age, background, ability or experience level.
- Keep noise levels considerate. Loud music from personal devices, excessive shouting and disruptive behaviour are not acceptable.
- Discriminatory language or behaviour of any kind will not be tolerated and may result in immediate suspension of membership.

CLUBHOUSE, BAR & CHANGING ROOMS

- The bar is for the enjoyment of all members. Responsible drinking is expected; drunken behaviour will not be tolerated.
- Small lockers are available for your valuables, located next to the display cabinet.
- Children must be supervised by a responsible adult in all clubhouse areas at all times.

GYM & CLASSES

- Wipe down all gym equipment with the provided sanitiser spray before and after use.
- Arrive on time for fitness, yoga and pilates classes. Late entry is at the instructor's discretion and must not disrupt participants already in session.
- Follow the guidance of our instructors at all times. If you are unsure about any exercise, please ask — never push through pain.
- Weights and mats must be re-racked and stored after every session. Free weights left on the floor are a hazard to others.
- Mobile phones should be on silent in all exercise areas. Photography and video must not capture other members without their consent.

OUR TEAM

- Our staff are here to help you get the most from your membership. Please approach them with courtesy and patience at all times.
- Abusive, threatening or disrespectful language directed at any member of our team is unacceptable and will be dealt with accordingly.
- If you have a concern, complaint or suggestion, please raise it calmly and constructively. We take all feedback seriously and want to improve.
- Staff decisions regarding facility use, booking rules and member conduct are made in everyone's interest — please respect them.

OUR SHARED COMMITMENT

By being part of Queens Sport & Fitness, you agree to uphold this charter and help maintain the welcoming, high-quality environment our community deserves. If you witness behaviour that falls short of these standards, please let a member of staff know.

For concerns or feedback, speak to a member of reception staff or email via the website • Membership Terms & Conditions apply