



Membership Terms and Conditions

Club Etiquette & Member Guide

We want to ensure all Members and Guests have the best possible experience at St Brelade's Bay Health Club (the Club). To help us maintain a safe, welcoming, and enjoyable environment, the following Club Etiquette & Member Guidelines apply to all Members, Guests, and Visitors.

By using the Club and its facilities, you agree to comply with these guidelines, which form part of your membership agreement with St Brelade's Bay Health Club.

St Brelade's Bay Hotel Properties Limited is the legal entity entering into these terms and conditions with you.

Access to the Club

1.1 Upon joining the Club and during your first visit, we will take your photograph for health, safety, security, and identification purposes.

1.2 Members and Guests with a medical condition, injury, or health concern that may affect their safe use of the Club's facilities should inform a member of staff before participating in any activity.

1.3 Members must use the designated access system provided by the Club when entering the premises.

1.4 All Guests must sign in or swipe in at Reception before accessing Club facilities and may be required to provide photographic identification. Failure to provide identification may result in entry being refused.

1.5 The Club will set the level of fees to become a Member and it will review such fees periodically. If there is any change to the fee then this will be notified to you in writing. Should any membership fees not be paid within 30 days of the due date, then the full membership fee for the remainder of the commitment period will automatically become due and payable in full.

Your Behaviour in the Club

2.1 Safe and appropriate behaviour is required at all times to protect your safety and the safety of others.

2.2 During busy periods, Members and Guests should use only one weights station at a time.

2.3 Please use weights and equipment responsibly and refrain from dropping weights, as this creates a safety hazard, may damage equipment, and disturbs other Members.

2.4 All weights and equipment must be returned to their designated storage areas after use.

2.5 Anyone unsure how to use a piece of equipment should seek instruction from a member of staff before proceeding. Members and Guests use equipment at their own risk and should ensure they understand the correct operation of any equipment before use.

2.6 Any faulty or malfunctioning equipment must be reported to a member of staff immediately.

2.7 In the interests of hygiene and cleanliness, all equipment should be wiped down after use.

2.8 Only food purchased on the premises may be consumed within the Club. Food should be eaten in designated lounge or reception areas where applicable.

2.9 Members, Guests and Visitors are expected to comply with any reasonable instruction issued by Club staff in relation to health, safety, security, and the operation of the Club.

Abuse, Harassment and Discrimination

3.1 St Brelade's Bay Health Club operates a zero-tolerance policy towards harassment, bullying, abuse, intimidation, violence, or threatening behaviour directed at Members, Guests, staff, or contractors.

3.2 Any individual acting in an abusive, violent, threatening, or disrespectful manner may be instructed to leave the Club immediately.

3.3 Memberships may be suspended or terminated without refund in serious cases.

3.4 Conduct or language that may reasonably be considered racist, sexist, homophobic, transphobic, ableist, or otherwise discriminatory will not be tolerated.

3.5 If you experience or witness discrimination, harassment, or abuse, please report it to a member of the Club team immediately.

3.6 The actions referred to in this clause 3 will be at the Club's sole discretion.

General Attire Standards

4.1 All Members and Guests must wear clean and appropriate workout attire at all times.

4.2 Clothing must adequately cover the body and be suitable for physical activity.

4.3 Closed-toe athletic footwear must be worn in all gym and workout areas.

4.4 Swimwear and bare feet are permitted only within designated pool and spa areas.

4.5 Members and Guests travelling to and from the pool and spa areas must wear appropriate cover-up clothing and suitable footwear when in any other area of the Club.

Prohibited Attire and Symbols

To maintain a respectful, inclusive, and welcoming environment, the following are not permitted at the Club's sole discretion:

5.1 Clothing or accessories displaying offensive, discriminatory, intimidating, or harassing language or imagery.

5.2 Clothing or accessories depicting violent, hateful, or sexually explicit content.

Personal Items, Valuables and Lockers

6.1 Valuables should be kept with you or stored securely in a locker.

6.2 The Club accepts no responsibility for personal belongings and cannot store items on behalf of Members or Guests. The Club accepts no liability for the loss or damage to property of anyone using the Club facilities or for any property that is left on the premises.

6.3 To maximise locker availability, items should not be left in lockers overnight.

6.4 Any items left overnight may be removed by Club staff and stored for up to 14 days before disposal.

6.5 Lost property will be retained for a maximum of 14 days wherever practicable. Unclaimed items may be donated, recycled, or disposed of at the Club's discretion.

Towels

7.1 The Club is pleased to offer a complimentary towel service of one towel per Member or Guest per visit.

7.2 During busy periods towel availability may be limited. We advise Members and Guests to supply their own towel should one be required and to avoid disappointment.

Use of Smartphones and Recording Devices

8.1 Mobile phone use is not permitted within changing rooms.

8.2 Anyone using a smartphone, tablet, or other electronic device does so at their own risk and remains responsible for its security.

8.3 The privacy of Members, Guests, and staff must be respected at all times. Photography and video recording must not capture other Members, Guests, Visitors, or staff without their express consent.

8.4 Where the Club undertakes photography or filming for promotional purposes, any individual will be requested to consent to their photo being taken.

Classes

9.1 Class timetables, instructors, and class formats are subject to change.

9.2 Members are encouraged to book classes in advance to secure a place.

9.3 Advance booking periods may apply and will be communicated by the Club.

9.4 Members should arrive at least five minutes before the scheduled start of a class.

9.5 Late arrivals may be admitted at the instructor's discretion and may be required to undertake an appropriate warm-up before joining the session.

9.6 Guests may attend classes subject to availability and Club policies.

9.7 Where freelance instructors are used, classes may be cancelled if an instructor cannot attend and suitable cover cannot be arranged. St Brelade's Bay Health Club accepts no liability for such cancellations.

Swimming Pool and Steam Room

10.1 Appropriate swimwear must be worn at all times when using the wet facilities.

10.2 Users should shower before entering the swimming pool, jacuzzi, steam room, or associated wet facilities.

10.3 Noise levels should be kept to a minimum out of consideration for other users.

10.4 All users must comply with the safety notices displayed within these areas.

10.5 Oils, essences, books, newspapers, and paper products must not be taken into the sauna or steam room due to fire and safety risks.

Personal Training

11.1 Personal training, fitness instruction, coaching, or other professional fitness services may only be provided by individuals authorised by St Brelade's Bay Health Club.

11.2 Members and Guests may not provide personal training services, whether paid or unpaid, nor bring external trainers into the Club without prior written approval from management.

Operating Hours and Maintenance

12.1 Members and Guests must observe the Club's operating hours and be prepared to leave the premises at closing time.

12.2 Should operating hours change, the Club will endeavour to provide as much notice as reasonably possible.

12.3 Facilities or areas of the Club may occasionally be closed for maintenance, repairs, cleaning, refurbishment, or operational reasons. Wherever possible, advance notice will be provided.

12.4 No refunds or credits will be issued for temporary closures of facilities or areas arising from maintenance, repairs, or operational requirements.

Guests and Visitors

13.1 Members may sign in up to four guests at any one time.

13.2 Children aged 15 years and under are charged at £10.00 per child per visit. Children under 2 years of age attend free of charge.

13.3 Adult Guests aged 16 years and over are charged at £20.00 per guest per visit.

13.4 Child guests may only use the swimming pool facilities and only during designated Children's Swim Times.

Children's Swim Information

14.1 Children under the age of 16 may only use the swimming pool during designated Children's Swim Times listed at Reception.

14.2 Children under the age of 5 must remain under the direct supervision of a responsible adult aged 18 or over on a one-adult-to-one-child basis at all times.

14.3 Children aged 5 to 15 must be accompanied at a minimum ratio of one adult to two children.

14.4 The Junior Swim Pass fee is £10.00 per child per visit. Children under 2 attend free of charge.

14.5 Children's Swim Times may vary during bank holidays. Please speak to a member of the team for further information.

Membership Suspension (Freeze)

15.1 After completing one full calendar month of membership, Members may suspend their membership for a minimum period of one month and a maximum period of six months.

15.2 A fee of £5.00 per month applies to membership suspensions.

15.3 Student memberships may be frozen free of charge.

15.4 Suspension periods do not count towards any minimum contractual membership term.

15.5 A minimum of ten days' notice must be provided. Direct Debit Members must submit requests no later than the 20th day of the preceding month.

15.6 Requests must be submitted in writing via email or by completing a suspension form available at Reception.

15.7 Retrospective credits or refunds will not be provided for periods of non-use.

Cancellation Policy

- 16.1 St Brelade's Bay Health Club requires a minimum of one full calendar month's notice to process a cancellation request.
- 16.2 Your final membership payment will be collected at your normal membership rate.
- 16.3 Any minimum contractual membership term must be completed before a membership can be cancelled.
- 16.4 It is the Member's responsibility to request cancellation of any rolling membership agreement.
- 16.5 Lump sum memberships will automatically expire at the end of the contracted period.
- 16.6 Exceptions may be considered for medical or relocation reasons where appropriate supporting evidence is provided.
- 16.7 Retrospective refunds or credits will not be given for periods of non-use.
- 16.8 The Club may cancel the Member's membership upon the non-payment of fees or in the event of committing a serious or repeated breach of these guidelines or damage to the Club's property.

Complimentary Gym Induction

- 17.1 All Members are entitled to a complimentary gym induction.
- 17.2 The Club strongly recommends that all Members complete an induction before using the gym facilities.
- 17.3 During the induction, Members will be shown how to safely and correctly use and adjust gym equipment.
- 17.4 Inductions may be booked through Reception.

Fitness First Access

- 18.1 Members of St Brelade's Bay Health Club are entitled to use the Club's sister facility, Fitness First, in St Helier.
- 18.2 Your St Brelade's Bay Health Club membership card or mobile app may be used to gain access to both clubs.
- 18.3 When using the facilities of Fitness First you will be subject to its terms and conditions, which can be found on the website of Fitness First, Jersey.

Compliance with Club Rules

- 19.1 Members, Guests, and Visitors are expected to comply with these Club Etiquette & Member Guidelines at all times, as well as any reasonable instruction issued by Club staff in relation to health, safety, security, and the operation of the Club.
- 19.2 St Brelade's Bay Health Club reserves the right to investigate any alleged breach of these Club Etiquette & Member Guidelines and to take such action as it reasonably considers appropriate in the circumstances.
- 19.3 Failure to comply with these Club Etiquette & Member Guidelines, or with any reasonable instruction issued by Club staff, may result in one or more of the following actions being taken:
- 19.3.1 Refusal of entry to the Club;
 - 19.3.2 Removal from the premises;
 - 19.3.3 Suspension of membership privileges;
 - 19.3.4 Termination of membership; and/or
 - 19.3.5 Referral to the appropriate authorities where necessary.
- 19.4 The Club reserves the right to investigate any alleged breach of these guidelines and to take such action as it reasonably considers appropriate in the circumstances.

Limitation of Liability

- 20.1 A Member, Guest or Visitor is responsible for ensuring that they are medically fit and able to use the Club's facilities.
- 20.2 The Club excludes all liability for any loss or damaged suffered by you save for in the case of the Club's negligence resulting in personal injury or death.

Data Protection

- 21.1 St Brelade's Bay Hotel Properties Limited is the controller of your personal data. Your data will be processed in accordance with our privacy policy which can be found on our website.

St Brelade's Bay Health Club is committed to providing a safe, inclusive, and enjoyable environment for all Members, Guests, Visitors, and staff.

Thank you for helping us maintain the highest standards within our Club.