

I hereby apply for membership to the halcyon spa.

I enclose payment for for my / our registration fee and if accepted,

I agree to be bound by the rules of the halcyon spa and have signed overleaf.

Membership type:	Single	Peak	Spa Plus
Highlight as appropriate	Joint	Off Peak	Other

Name	Name
Signature	Signature
Date of Birth	Date of Birth
Home Address	
	Postcode
Tel / Mob	Email
Children (under 16 years of age)	
Name	Date of Birth
Name	Date of Birth
Name	Date of Birth
Name	Date of Birth



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the halcyon spa

... terms and conditions of membership

The halcyon spa is dedicated to providing our members with an environment for all to enjoy whilst promoting relaxation and well being. In order to derive maximum benefit from this environment we feel it is important to outline our expectations of each other. The spa is open to members, non members, residents of Bishopstrow House Hotel and other persons at our discretion.

The halcyon spa is run by the management of Bishopstrow House Hotel and is located at Bishopstrow House Hotel, Warminster, Wiltshire, BA12 9HH.

Membership

When applying for membership each applicant must complete our standard application form and accept and agree to be bound by the terms and conditions of the membership and any other rules as laid down by the Spa from time to time. The payment of a joining fee is required to secure the membership; this is a one off payment whilst the membership is on-going.

We reserve the right in our absolute discretion to decline an application for membership or refuse admission without giving any reason for doing so.

Members must be 16 years or older.

The membership and joining fee structure has been fixed by the management and may be amended at any time; however members will be notified in writing at least one month prior to the change.

Any member who fails to comply with the conditions and rules of membership or abide by the instruction of the Spa's management or who conducts themselves in an inappropriate or disruptive manner may have their membership immediately terminated.

Prospective members are required to complete an application form and medical/lifestyle questionnaire before commencement of their membership.

Once a membership application has been accepted, members will be provided with a membership card, which remains the property of the Spa at all times and will be returned to the Spa upon termination of the membership. All members must present their membership card on arrival at the Spa.

Lost or replacement membership cards will be charged at £5 per card.

Any changes to membership details such as name, address and medical conditions must be communicated in writing to the Spa Manager.

All monthly membership fees are payable by standing order.

This is a 12 month contract with Bishopstrow House Hotel Ltd. The Company reserves the right to endorse the 12 month penalty if the contract is breached without notice within the 12 month period. A member may terminate their membership at any time on giving us not less than 3 full calendar month's written notice in advance.

Membership, joining and subscription fees are non transferable and non-refundable.

Guests

We would be delighted to welcome guests of our members to use the Spa. For the comfort of our members the number of guests using the Spa at any one time will be restricted and guest places therefore must be booked in advance. The appropriate guest fee must be paid before using the facilities, Adults will be charged at £15.00 and children will be charged at £15.00 per session for swimming and tennis which is payable at spa reception before entering the spa facilities . A maximum of two guests per member are permitted at any one time, unless by prior arrangement with the Spa Management. Members may not bring the same guest more than four times in any 12 month period and a member may only bring six adult guests in any calendar month. All guests will be required to register at reception and must fill in a health & lifestyle questionnaire before using the facilities. All guests using the Spa must be accompanied by a member and must not remain in the Spa after the member has left the premises. Members are responsible for the behaviour of their guests and ensure that they abide by the rules and etiquette of the Spa. The member is responsible for ensuring that all costs incurred by the guest are settled before departure.

We reserve the right in our absolute discretion to refuse guest admissions. Admission to guests who have previously had their membership terminated or refused will be denied.

Membership, joining and subscription fees are non transferable and non-refundable.

Opening Hours

The Spa reserves the right to amend the opening hours when necessary without prior notice. Every endeavour will be made however to provide advance warning of any change to the published opening times. Last entry to the Spa will be restricted to 30 minutes before the published closing time and the pool will close 15 minutes prior to the published Spa closing time. The spa facilities are open between 7.00am and 9.00pm daily. For children 15 years and under, the facilities will only be available between 8.00am and 10.00am and 3.30pm and 6.00pm daily. Children may use the outdoor pool from 7am till 9pm.

Children

Children are welcome at the halcyon spa, however, the Rasul, sauna, steam areas and Jacuzzi are for over 16's only and children are only permitted to use the spa between 8.00am and 10.00am and 3.30pm and 6.00pm daily as stated in the opening hours. Children must be accompanied by an adult at all times whilst using the halcyon spa facilities.

Pool Usage

Members and their guests use the swimming pools at their own risk. No running, jumping or diving in or around the pool area is allowed. The pool will be unavailable for general swimming when water based classes are taking place – notification of these times will be on the Spa notice board. It will be necessary for the whirlpool and changing room to be closed at certain times without prior notification to carry out essential maintenance and cleaning.

Tennis Courts

The indoor and outdoor tennis courts may be booked no more than 2 weeks in advance for one hour at a time. The key to the indoor and outdoor tennis courts must be collected from spa reception and returned after play. Please ensure all lights are off when you leave and please ensure that rubber shoes are worn at all times on the tennis courts.

Treatments

Treatments and selected fitness activities incur additional charges as published in our standard price lists. Advanced bookings are required for beauty treatments, personal training and fitness. To cancel a booking at least 24 hours notice is required. If you or your guests cancel any appointment with less than 24 hours notice or fail to attend an appointment a cancellation fee will be incurred for the full cost of the treatments or activities booked. A credit card number will be required to secure a treatment reservation. You will be required to complete a treatment consultation form prior to your treatment.

Health & Safety

In applying for membership, the member warrants and represents that so far as he/she is aware, he/she is in good physical condition and that he/she is capable of all forms of exercise and that such exercise would not be detrimental to his/her health. It is the member's sole responsibility to bring to the attention of the halcyon spa team any medical condition or changes to a medical condition that may present a health risk when using any of the facilities or engaging in any of the activities at the halcyon spa. It is recommended that members seek medical advice before undertaking any exercise or activity at the Spa.

Instructions on the correct use of all the leisure facilities are to be found on the Spa notice-board. These must be strictly adhered to and we accept no liability for a Member's failure to observe these instructions and accordingly use of these facilities will be solely at the risk of Members.

All members must read and familiarise themselves with the Health & Safety rules as displayed on the Spa notice-board.

The Spa must be vacated when requested by the management or on the sound of the fire alarms.

All members must request an induction in the correct use of the equipment before using the Gymnasium.

For safety reasons correct footwear and clothing should be worn at all times when using the Gymnasium.

All members must present their membership card on arrival for signing in. All guests must complete a guest registration form.

Members and their guests must complete a health & lifestyle questionnaire before commencing any activity within the Spa. Members or guests who are taking anti-coagulants, vasoconstrictors, narcotics or tranquillisers will not be permitted to use the Spa facilities.

Members are not permitted to bring in or to consume their own food or drink in the Spa.

Members or guests who are or appear to be under the influence of alcohol or drugs will not be permitted access to the Spa's facilities.

Liability

All members and guests use the Spa at their own risk. The Spa cannot accept liability for any illness or injury which results from the use of the Spa's facilities by Members or guests other than liability which may result from proven negligence of the Spa.

The Spa accepts no liability for loss, damage to or theft of a member's property.

All members are required to inform the Spa of any changes to their health and/or medical status.

Dress Codes

Appropriate clothing must be worn in the relevant areas of the Spa. Swimming costumes are required in the heat cabins. Outdoor shoes are not permitted in the Gymnasium or Wet Spa areas.

Smoking

The Spa is a non smoking environment.

Mobile Phones

The Spa is a mobile phone free zone and all phones must be switched off upon entering the Spa.

Lockers

The Spa provides lockers for daily usage only. Items left overnight will be removed and held in the Hotel for one week only. Property stored in the lockers is stored at the owner's own risk.

Towels & Gowns

On joining, each full paying member will be provided with a halcyon spa towel which they are required to bring when using the spa facilities. This will not be laundered by the spa and becomes the property of the member. Should you forget your towel when visiting the spa, you will be expected to pay £2.00 for the use of the towel and this must be returned to spa reception on the day of departure.

General

The Spa reserves the right to:

- i) Amend terms and conditions at its sole discretion with or without notice.
- ii) Withdraw all or some of the facilities when required to carry out essential maintenance work.
- iii) refuse admission and/or cancel membership forthwith if any member shall in our opinion cause a nuisance or annoyance to other members or users of the facilities or in breach of these regulations. A member whose admission is refused and/or whose membership is cancelled shall not be entitled to any refund of the joining fee or annual subscription.

Cancellation / Suspension of Membership

Should a member wish to cancel his or her membership no refund of the joining fee will be made and a notice period of 3 months is required for cancellation of subscriptions. Members can suspend his/her membership for a maximum of 3 months in a 12 month period. Members who have not paid their subscription fee within 14 days of the due date will be deemed to have resigned, the joining fee then becomes applicable.

I agree to the above terms and conditions of membership.

Signed Applicant One

Date

Signed Applicant Two

Date