



# Palace Health Club

March 2017



# Membership Pack

# Welcome to the Palace Health Club!

If you're looking to join a gym with excellent facilities and friendly staff, you've come to the right place. With a heated swimming pool, sauna, spa and steam room, cardiovascular gym and a weights gym and weekly exercise classes, we're confident that you'll find an activity you enjoy.

## Membership Card

When you apply for a Club membership, you will need to provide a recent photograph for use on your membership card. If you do not wish to provide one, we are able to take a webcam image at the Health Club Reception desk. Along with your photograph, your card will include a unique member number, please produce this card each time you access the Club.

## Exercise Classes

We offer a variety of weekly exercise classes including Pilates, Bodyblast and Aquacise. These are free to members. Please visit our Facebook page for class timetables.

## Gymnasium

We have two gymnasiums with state of the art equipment ranging from AMT's, treadmills, bikes, rowers, cross-trainers and weights.

## Swimming

Enjoy the best form of exercise in our 15-meter pool, or relax in the whirlpool spa, steam room and sauna. Please note that the pool is used for weekly aquatic activities and may be busier during these times. For session information, please request a Times of Activities flyer from the Health Club reception.

## Personal Training

Please ask at the Club reception for personal training information.

## Terrace Cafe

After your workout, enjoy a drink or meal from our menu, served from 11.30am - 9.00pm.

# Memberships

	Monthly Fee	Annual Fee
<b>Gold Individual</b> Full membership for 1 person	£39	£444
<b>Gold Joint</b> Full membership for partners	£67	£772
<b>Off Peak</b> Membership for 1 person during off peak hours	£29.50	£340
<b>Off Peak Joint</b> Membership for partners during off peak hours	£52	£600
<b>Corporate Rate</b> Full membership for 1 person with a company that has 5 or more members (A letter to confirm employment from the company is required)	£32	£370
<b>Family Rate</b> Full membership for 2 adults and 2 under 16's	£85	£998
<b>Student</b>	£30	
<b>Children's Rates</b> Children 2 years up to 5 years Children 5 years up to 16 years	£8 £14.50	£90 £170
<b>Membership Freeze</b> Individual membership Joint membership Maximum of 6 months only, 1 payment only	£10 £15	
<b>Guest Fees</b> £5 per person £2 for children aged 2-5 years old		

# Further Information

## Club Opening Times

Monday - Sunday: 7.00am - 10.00pm

Last entry into the club is 9.30pm

## Children's Hours

Monday - Friday: 10.00am - 7.00pm

Saturday, Sunday, Bank Holidays: 7.00am - 10.00pm

## Off Peak Times

Monday - Friday: 8.00am - 4.00pm

Saturday: 12.00pm - 4.00pm

**Guest towel hire:** £2 returnable deposit required

**Lockers hire:** £1 returnable coin required

## Serene Spa

Providing sports massage, holistic therapy, advanced massage, beauty therapy and more, call 07624 247933 to arrange an appointment. For further information, please view the Serene Spa price list on our website.

## Vouchers

Vouchers may be purchased as gifts for family and friends - please ask at reception.

If you require any other information about the Health Club, please do not hesitate to contact a member of the team on **01624 682741** or email **[getfit@palacehotel.co.im](mailto:getfit@palacehotel.co.im)**

**Please note: All new members receive a free induction and exercise programme.**

# Application Form

	Individual/Joint	Joint
Title		
Surname		
Forename(s)		
Address		
Postcode		
Email Address		
Home Tel. number		
Mobile Number		
Date of Birth		
Occupation		
Employer		
Membership Type		

## Children's Membership

Full Name		Date of Birth	
Full Name		Date of Birth	
Full Name		Date of Birth	

Signature	
Partner Signature	
Date Signed	

On signing this form you agree to the terms and conditions as stated in your Membership Pack.

Please note that all memberships are for a 3 month minimum sign up. All membership cancellations must be a month's notice in writing (this is also in your terms and conditions).

# Physical Activity Readiness Questionnaire

Main Member	
Partner (if applicable)	
Membership no.	
Home no.	
Mobile no.	
Email Address	

If you are planning to become much more physically active than you are now, start by answering the seven questions below. If you are between the ages of 16 and 69, the PAR-Q will tell you if you should check with your Doctor before you start exercising more regularly. If you are over 69 years and you are not used to being very active, check with your Doctor too.

**Please read the questions carefully and answer each one honestly.**

**Yes No**

	Yes	No
Has your Doctor ever said that you have a heart condition and that you should only do physical activity recommended by a Doctor?		
Do you feel pain in your chest when you do physical activity?		
In the past month, have you had any pain in your chest when you were not doing physical activity?		
Do you lose your balance because of dizziness or do you ever lose consciousness?		
Do you have a bone or joint problem that could be made worse by a change in your physical activity?		
Is your Doctor currently prescribing drugs (water pills for example) for your blood pressure or heart condition?		
Do you know of any reason why you should not do physical activity?		

If you answered YES to one or more questions, we strongly recommend that you consult with your Doctor before you start becoming physically active or before you have a fitness appraisal. The facility would then require a Doctor's approval letter. If you do not wish to seek medical approval to undertake a physical regime, you will be asked to read and sign the disclaimer below as you will be undertaking physical activities at your own risk.

**Declaration:** I have read, understood and completed the above questionnaire and acknowledge that there are risks and dangers in physical exercise and duly undertake the activity at my own risk. Any liability on the part of the operators is excluded unless negligence can be proven. I agree to observe the rules and conditions of membership. I also acknowledge that I must not use any piece of equipment for which I have not been shown how to use. I confirm that the information I have provided is correct at this time and should I become aware of any relevant changes to my health or condition I will inform the Palace Health Club staff.

**Signature:**

**Date:**

# STAFF USE ONLY



Type	Individual	
	Joint	
	Family	
	Off Peak	
	Off Peak Joint	
	Corporate	
	Student	



Class	Monthly	
	Annual	
	6 month	
	3 month	

Renewal Date: \_\_\_\_\_

Club Location:	Isle of Man
Club Representative:	
Start Date:	
Lead Source:	
Membership No.:	
Referral Member Name:	

Payment method	<input checked="" type="checkbox"/>		Single	Joint
Cash		Pro rated fee	£	£
Cheque		Next month fee (if after 15 months)	£	£
Credit/Debit card		Total	£	£

Notes:



# Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

**Palace Hotel & Casino ltd**  
**Palace Health Club**  
**Central Promenade**  
**Douglas**  
**Isle of Man**  
**IM2 4NA**

Service user number

9	1	6	5	2	5
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Name(s) of account holder(s)

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Reference

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Bank/building society account number

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**Instruction to your bank or building society**

Please pay Palace Hotel & Casino Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Palace Hotel & Casino Ltd and. If so, details will be passed electronically to my bank/building society.

Branch sort code

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Name and full postal address of your bank or building society

To: The Manager	Bank/Building Society
Address	
Postcode	

Signature(s)
Date

Banks and building societies may not accept Direct Debit instructions for some types of account

This guarantee should be detached and retained by the payer.

### The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Palace Hotel & Casino Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Palace Hotel & Casino Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Palace Hotel & Casino or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society—if you receive a refund you are not entitled to, you must pay it back when Palace Hotel & Casino Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



## 1. Definitions

1.1 Application form: the Membership Application, Direct Debit Instruction, the Exercise Readiness Questionnaire and the Club Rules.

1.2 Children: Children under 16 years of age who are permanently resident in the household of a Member.

1.3 The Club: The Isle of Man Palace Health Club.

1.4 The Club Rules: The terms and conditions set out in sections 1 – 12 below together with any other conditions stated on the Application Form or additional Club Rules required by law or statute as amended from time to time.

1.5 Customer Service Enquiries: Palace Health Club, Palace Hotel and Casino, Central Promenade, Douglas, Isle of Man, IM2 4NA.

1.6 Exercise Readiness Questionnaire: The questionnaire that must be completed in order to assess health status and suitability for a proposed exercise programme or use of the facilities.

1.7 Fees: The payment made by Members in connection with their Membership.

The Club reserves the right to change the level of the fees from time to time. The fees fall into the following categories:

Guest User Fee: Charge set by the Club's management made in respect of guests of Members who wish to visit the Club and use its facilities.

Initial Subscription Fee: Payment made by an applicant on joining the Club that varies according to category of membership. Payment should be made in full.

Monthly Membership Fees: Payment made by you for use of the facilities at the Club appropriate to your category for membership. They are paid monthly in advance by direct debit from your designated bank account.

Advance Membership Fees: Payment made by you for use of the facilities at the Club appropriate to your category of membership. They are paid either 3,6,9 or 12 months in advance by cash, cheque or credit card.

Other Fees: Charges for sale of goods at the Club and additional charges made for locker rental, Terrace Café, towel deposits and Pro Shop, and any other services.

1.8 Members: The individuals and their children who have applied to and been accepted by the Club to use its facilities in accordance with the Club Rules. All Members must be at least 16 years of age unless accompanied by an adult member. Individuals aged 16 or 17 years may not sign this agreement but their parent or guardian must do so on their behalf.

As a Member you are entitled to full use of all Club facilities according to your Category of membership during the Club's normal and off-peak operating hours which are displayed in the Club reception area.

1.9 Minimum Notice Period: We must receive one month's written notice (ie cancellation or suspension of Membership) as specified by circumstance that cessation is due to take place, we will write acknowledging your letter. It is the members' responsibility to ensure written notice is received by us (for example, if you wish to cancel your Membership on 1st April, we must receive notice by not later than 1 March).

If you do not give The Palace the required minimum notice we will take action to recover the outstanding Fees.

1.10 We: Palace Health Club.

1.11 You: The person(s) entering into this contract on behalf of yourself/ourselves and your Children as identified on the Application form.

1.12 Contract: The 3,6,9 or 12 month membership agreement with Palace Health Club.

## 2. About the Club

2.1 We operate the Club with the principal object of providing health and leisure facilities for Members.

The Club has appointed a management team to run the Club on a day to day basis in accordance with the Club Rules. A copy of the Club Rules currently in force is displayed in the Club reception area.

2.2 The Club's management may amend the Club Rules in order to ensure the health and safety of Members. Temporary amendments will be displayed in the Club reception area. Permanent changes to the Club Rules or to the location of the Club (the Proposed Changes) will only be made after not less than one month's notice to Members. If the Proposed Changes are not acceptable to you you may cancel your membership by giving us the Minimum Notice Period and all Monthly Membership Fees paid in advance, less any sums that are owned to us, will be refunded to you in full.

2.3 All Fees belong to the Club and refunds of Fees will only be given as stated in these Rules. The Initial Subscription Fee may not be refunded in whole or part on cancellation of Club Membership by you or if your Membership is terminated by us (see clause 3.5). If we terminate your Membership due to non-payment of Monthly Membership Fees (see clause 5.2) the initial Subscription Fee will not be refunded in whole or part.

2.4 In signing the Application form, you are agreeing

- to pay the Fees of the Club; and
- to comply with the Club Rules.

2.5 We may sell or transfer the benefit of our Agreement with you or the ownership of the Club to another person, firm or company at any time without notice to Members. However if this transfer results in a change of the Club Rules the changes to the Club Rules will only be made after (not less than one month's) notice to Members when you will have the same rights of cancellation as in clause 2.2.

## 3. About your Membership

3.1 Membership cards cannot be used at any other health clubs.

3.2 Membership is only for the Palace Health Club.

3.3 Please inform in writing any changes in your name, Membership category, address, telephone number etc.

3.4 We may terminate your Membership in the following situations and with the following notice periods:

- a) Without notice if you repeatedly or seriously break the Club Rules:
- b) On not less than 7 days notice in writing if you do not pay Fees that you owe to the Club within 7 days of their due date.

#### 4. About your Membership Card

4.1 On joining the Club, you will be sent a Membership Card. Each time you visit this Club you must show this card to staff at the reception

4.2 Membership is personal to you and cannot be assigned or transferred to another person and can only be refunded as stated in these Rules. As such, you may not lend your Membership Card to anyone else or allow the card to be used by anyone else. If you lend your Membership Card to another person then we may terminate your Membership.

4.3 If you wish to enter the Club without a valid Membership Card, we reserve the right to refuse admission if you cannot provide alternative satisfactory proof of identity. We also reserve the right to refuse admission if you repeatedly fail to bring your Membership Card.

#### 5. Our Fees

5.1 The Club will set the level of Fees. Charges for bar and restaurant services will be displayed in the Café Terrace.

5.2 Once you have paid the Initial Subscription Fee, your Membership will continue as long as you pay the Monthly or Advance Membership Fee. If you stop paying the Monthly or Advance Membership Fee your Membership will be terminated and your Initial subscription Fee will not be refunded.

5.3 If you are a Corporate Member and you are no longer employed by the firm, company or group of companies that arranged the Corporate

Membership (the Company) then we will change your Membership Category to the appropriate category and Fee applying at the time or you may cancel your Membership following the procedure stated in clause 7 (Cancellation by You).

5.4 Suspension of Membership. If you wish to suspend your membership please contact a member of staff. You may suspend your membership for a minimum of one month and a maximum of 6 months. Membership may only be suspended for one period within any period of 12 consecutive months. A one off charge of £10 will be applied. You may suspend your membership whilst still within the 12 months contract period. The contract and date will be extended by the suspension period (for example, if you wish to suspend your membership 2 months and your contract expiry date is October, your expiry date will be extended to December).

5.5 If you wish to suspend your Membership you must give the Minimum Notice Period to us. If you resume Membership of the Club after a period of suspension you do not have to pay a further initial subscription Fee.

5.6 Repair or removal of club facilities. If you are unable to use the swimming pool or gym due to repairs or upgrading for more than 30 consecutive days, you will receive a reasonable pro-rata credit against your Monthly Membership Fee in the month following the completion of the upgrade or repair. This clause does not apply to the temporary breakdown or lack of availability of other equipment.

#### 6. Paying our Fees

6.1 Fees may be paid 12 months in advance or by monthly direct debit if approved by your Bank.

6.2 If your Membership is terminated by us according to clause 3.4 any Monthly Membership of Other Fees remaining shall become payable immediately. Please note that Other Fees remaining shall become payable immediately and Other Fees remaining unpaid shall include any amount outstanding within the 12 month contract.

6.3 Any Member whose direct debit is rejected on 2 consecutive occasions will have their Membership terminated. To re-instate your Membership all arrears plus administration fee will be charged.

#### 7. Cancellation by You

7.1. If you wish to cancel your membership you must:

- a) Send written notice to us by giving the Minimum Notice Period of 30 days in your letter. Should you omit this detail in your cancellation letter, 30 days notice will be assumed from the date of receipt.
- b) Pay any fees that are due up to the date of cancellation (including any amount outstanding) to that date, less any sums we owe to you. No part refund of Monthly or Annual subscription fees is available, part of the way through a month/year.

7.2 A spouse or partner in a Joint Membership or a Corporate Member of a Corporate Membership Scheme may cancel their Membership by following the procedure stated in 7.1.

7.3 The other spouse or partner in a Joint Membership Scheme will thereafter qualify as an Individual Member and we will charge that remaining spouse's or partner's Membership category and applicable Fee stated in 5.3 above. If the cancellation by one Member of a Corporate Membership Scheme results in a Corporate Membership of fewer than six Corporate Members, the provisions in clause 5.3 will apply.

7.4 Membership is 3 month minimum join up unless authorised by Club Manager. No cancellations can be redeemed or refunded within this period.

7.5 Following cancellation, previous members are not entitled to any new promotion deals until a 6 month period has elapsed.

#### 8. Guests

8.1 You may bring up to 2 guests at any time to the Club to use the facilities on receipt of the guest fee. Each guest must complete the Registration Form. Additional guests may visit at the Club Management discretion.



- 8.2 You must accompany your guest/s on their visit to the club and must ensure as far as possible that your guests comply with the Rules.
- 8.3 Your guest/s will have the same Membership privileges as you do as a Member.
- 8.4 Guest admission may be restricted at certain peak times. Please ask before you intend to visit the Club to ensure admittance.
- 8.5 We reserve the right to refuse admission to a guest for reasons of Health and Safety or if the proposed guest does not comply with the Conduct Section of these Rules (Section 10).
- 9. Your Children**
- 9.1 Whilst on the Club's premises, children under 16 must be accompanied and supervised by an adult member over 18 years of age at all times and appropriate safety clothing must be worn.
- 9.2 The Club's facilities that can and cannot be used by children are clearly indicated. You must ensure that your children only use the facilities permitted, which are clearly indicated throughout.
- 10. Conduct**
- 10.1 You must wear appropriate clean clothes and shoes in the Club and trainers when using the equipment in the Gym. Training shoes must be worn during exercise classes unless the class instructor specifies or authorises otherwise.
- 10.2 In the interest of health and hygiene, you are requested to shower before entering the pool, whirlpool, steam or sauna areas.
- 10.3 You and your guests must not
- Abuse the equipment or facilities of the Club. Any wilful, negligent or deliberate damage to Club property must be paid for.
  - Behave in a disorderly, violent or rude manner or in a manner which is likely to cause offence or distress or annoyance to other Members and/or guests or to the Club Staff.
  - Smoke in any part of the Club.
  - Bring alcoholic or intoxicating liquor, narcotics or other mood altering substances into the Club.
- You must not bring food into, or consume food in the Club unless purchased in the Club.
- Use the facilities of the Club whilst under the influence of alcohol or other mood altering substances.
  - Consume alcoholic or intoxicating liquor unless authorised by the Club in the licensed areas of the Club.
- 10.4 We reserve the right to refuse or ask you or your guest to leave the Club if we reasonably believe that you or your guest is in breach of a section of Rules.
- 11. Disclaimer**
- 11.1 We, our agents and employees are insured against death, loss or injury caused by our negligence (and breach of statutory) or that of our agents and employees but we are not insured for any loss or injury caused by your negligence. If you fail to follow Health and Safety notices or instructions of trainers or instructions in the Gym or if you break the Club Rules and as a result incur costs, damages and expenses payable by the Club then you may be held liable for any of those damages and expenses for which we are not insured.
- 11.2 We are not insured for, and therefore we are unable to accept liability for any damage to or theft of your personal property or that of your guests which may be on Club premises.
- 11.3 You must complete the Exercise Readiness Questionnaire before using any facilities of the club. If you have in addition to any other conditions identified on the Exercise Readiness Questionnaire, diabetes, heart disease, high or low blood pressure or are pregnant you should seek specific medical advice as to which facilities to use.
- 11.4 All users must read the Health and Safety notices posted outside the sauna, steamroom and whirlpool in the Club and comply with the recommendations.
- 12. Other**
- 12.1 We reserve the right to:
- Vary, revoke or add to these Rules. If you are unhappy with a proposed variance please refer to Section 2.2 of these Rules.
  - Alter the operating, the Off-Peak or the Children's access hours of the Club. We will always attempt to give at least one month's notice to all Members of any permanent change in these hours.
  - Adjust the availability of certain facilities on a temporary basis for the general purpose of cleaning, decorating, essential repairs, maintenance of equipment, special functions and holidays.
  - Refuse to re-book an appointment for you if you repeatedly cancel (with less than 24 hours notice) or fail to keep an appointment for services and for exercise programmes.
  - Show potential Members and other individuals the facilities of the Club and allow them access to the Club to use on a free basis.
  - Use any individual or group photographs of members and/or guests for promotional purposes.
  - Increase or decrease the level of fees from time to time.
  - Close the Club at its present location and either transfer your membership to another club or move the Club to a new location. If you are unhappy with any proposed change of location to the Club please refer to Section 2.2 of these Rules.
- 12.2 Rental items left in an unattended locker overnight will be removed, recorded in the lost property book and locked away. Lost property is retained for 1 month and then disposed of if not claimed.
- 12.3 You authorise us to use, store or otherwise process any personal information, including but not limited to, your name and address, which personally identifies you ('Personal Information') to enable us, our partners, successors (including the purchaser of the whole or part of our business), associates, sub-contractors or other third parties (together our 'Partner Companies') to provide services and products which are available through the website.

If you would like us not to pass on your Personal Information to our Partner Companies so that they may contact you with details of products and services which may interest you, please contact us in the manner set out at the end of this Privacy Policy. You can opt out of receiving communications from us by sending an email to [marketing@seftongroup.co.uk](mailto:marketing@seftongroup.co.uk)