



Workout Harbourside Membership Agreement

When joining Workout Harbourside as a member, you agree to abide by our **Member Code of Conduct**.

Age Requirements

- You must be **18 or over** to hold a standard membership.
- **Youth members (aged 16-18)** must be accompanied by a parent, guardian, or responsible adult **at all times** in the changing rooms, gym, and studio.
- Youth members must also complete a **gym induction** with our team before training.

Inductions & Safety

- An induction is offered when you sign up. This is a great opportunity to ensure your safety and to meet one of our experienced PTs.
- Whether or not you choose to have an induction, by joining, you accept **full legal responsibility for your own safety while using the gym equipment**.
- Workout Harbourside cannot be held liable for any injuries sustained while using the equipment.
- If you would like additional guidance, please speak to one of our trainers about arranging a **personalised programme** or **personal training** sessions.
- We use CCTV in the club to ensure you and the public's health and safety. Please refer to our privacy policy for more detail.

Respect & Conduct

- We have a **zero-tolerance policy towards abuse** of staff, contractors, sublets, and renters. Any harassment or abuse will result in immediate membership termination.
- Treat our equipment, building, and changing facilities with respect. Please see our **“Gym Etiquette” posts** on the gym floor.
- Be respectful to other members at all times. We welcome both beginners and experienced gym-goers, so please remember that **everyone’s workout is unique to them, their body and their ability.**

Photography & Filming

- **Photography or filming in changing rooms is strictly prohibited at all times.**
- If you wish to film on the gym floor, please ensure no other members appear in your video without their **prior permission.**
- If someone asks you to stop filming, you must do so immediately.
- If we receive a complaint about filming, you may be asked to show us the footage and delete it if appropriate.

General Gym Rules/ Safety

- **Tops must be worn at all times** for hygiene reasons.
- **Do not use the gym under the influence of alcohol or other substances;** you will be asked to leave if this is the case.
- We do not accept responsibility for loss or damage to personal property. Please keep valuables with you or secured in a locker. **Padlocks are available at reception to purchase.**
- **Smoking, including e-cigarettes, is prohibited** anywhere on the premises. Breach of this rule may lead to membership termination. You can smoke/ E-cigarettes in the smoking areas to the left of the terrace in Club Haus

- Lost property is held for **one month** before being donated to charity or disposed of. If you lose something, please ask at reception as soon as possible.
- Do not block or interfere with any **fire safety doors or equipment**. If you are found tampering with any safety equipment or damaging gym kit, your membership will be cancelled and your data shared with other local sports facilities.
- No one under the age of 16 can be in the gym - 16-18 year olds must be accompanied by an adult at all time and have signed a waver. Over 18s are considered adults.
- Please clean the equipment after each use to ensure it is kept hygienic
- If any equipment is damaged or broken please inform staff immediately.
- Abuse of membership, i.e. not paying fees, incorrect use of gym equipment, verbal or physical abuse of staff or members will result in the cancellation of your membership and any outstanding fee's, costs from damage or legal fees will be sought from

Reporting Complaints, Concerns, Bullying, or Harassment

If you have any **concerns or complaints**, please inform a member of the team or email **General manager, Assistant Manager, Studio Manager**. Each case will be dealt with **individually, with respect and dignity**.

If you prefer to raise the issue in person, simply ask for a meeting with Assistant Manager and Manager , and we will be happy to discuss your concerns face-to-face. **Our door is always open — we want to help.**

Please ensure you have **details of the incident** you are referring to so that we can assist you effectively.

Sale of Club:

In the event of the sale or disposal of the Club to another company or to any other person we may transfer your membership to the new owner, and you will continue as a member of the Club and continue to pay your membership fees provided no changes to these terms or the Club rules having a material adverse effect on your use of the Club are made by the new owner. Any such disposal will not affect your contractual or statutory rights.