



The Point at Polzeath Ltd Health Club Membership Terms and Conditions

1. Membership and Payment Terms

1.1 Membership Options

Memberships are available on annual, six-month, and monthly terms, payable upfront, via direct debit, or on a rolling monthly basis at reception.

1.2 Payment Methods

Accepted payment methods include debit/credit card, bank transfer, or direct debit.

1.3 Membership Start Date and Duration

Annual memberships commence upon sign-up and run until March 31st, with renewals due on April 1st. Six-month and monthly memberships begin upon sign-up and last for the specified period.

1.4 Refunds and Cancellations

Membership fees are non-refundable. If cancelling a direct debit membership before the agreed term, a cancellation fee equivalent to one months' dues applies.

1.5 Membership Freezes

Memberships can be frozen for medical reasons upon email request and submission of a doctor's note. Freezes are not granted for short-term absences.

1.6 Termination of Membership

The Point at Polzeath Ltd reserves the right to terminate memberships due to policy violations, inappropriate conduct, or non-payment.

2. Facility Usage

2.1 Operating Hours

Monday–Friday: 7:00 AM – 8:00 PM

Saturday–Sunday: 9:00 AM – 6:00 PM

Hours may vary for special events or maintenance.

2.2 Age Restrictions

- Gym: Minimum age 14.
- Pool: Minimum age 15 for unsupervised swimming. Children under 14 must be supervised by an adult (16+).
- There is a maximum of 3 children per 1 adult supervisor.
- Sauna & Steam Room: No one under 16 allowed.
- Jacuzzi: No children under 5 permitted.

2.3 Facility Access & Capacity

- Pool and spa area capacity is limited to 40 people.
- Sauna, steam room, and jacuzzi should be used for designated session times.
- Proper gym equipment usage and return after use is required.

2.4 Conduct & Hygiene

- Members must wipe down equipment after use.
- The correct footwear must be worn in the gym at all times.
- Dirty/wet footwear is not permitted in the gym or changing rooms.
- Eating is prohibited poolside and in spa facilities.

2.5 Reservations & Walk-ins

Certain facilities or classes require prior reservations, and access is subject to availability.

2.6 Safety & Emergency Procedures



- Emergency exits are clearly marked.
- Members must familiarise themselves with emergency procedures.

2.7 Personal Belongings

- Lockers are available for use during visits.
- The club is not responsible for lost or stolen items.

2.8 Facility Closures

Temporary closures for maintenance or repairs do not entitle members to refunds or extensions.

3. Health & Safety

3.1 Assumption of Risk

Members acknowledge the inherent risks of physical activity, and the The Point at Polzeath Ltd is not liable for injuries.

3.2 Health Advisories

Members should consult a healthcare provider before beginning a fitness program. Use of wellness facilities may not be suitable for certain medical conditions.

3.3 Physical Activity Readiness

A Physical Activity Readiness Questionnaire (PAR-Q) must be completed before commencing membership.

3.4 Emergency Assistance

First aid is available on-site. Any incidents must be reported to staff, and an accident report will be completed.

4. Class Bookings

4.1 Booking Procedures

- Classes can be booked via email, phone, or at reception up to two weeks in advance.
- If a class is full, members are placed on a reserve list with priority for the next session.

4.2 Cancellations

- Cancellations must be made at least two hours before the scheduled class.
- No-shows may result in booking restrictions.

4.3 Attendance & Punctuality

- Members must arrive on time; late arrivals may forfeit their spot.
- Classes with fewer than four attendees may be cancelled at the instructor's discretion.

5. Privacy & Data Protection

5.1 Data Collection & Use

Personal data is collected for membership management and will not be shared without consent, except as required by law.

5.2 Data Security & Rights

The club implements security measures to protect personal data. Members may request access, corrections, or deletion of their data by contacting management.

By signing up or using club facilities, members agree to these terms and conditions.