

## **We want everyone to feel safe, welcome and able to enjoy their time with us. Here's what we ask while you're in our hubs:**

### **The basics**

- Please make sure you've got an active membership or a valid activity ticket for what you're using. Memberships can't be shared with friends or family.
- Please follow all health and safety signage throughout our hubs. If anything isn't clear, just ask a member of the team – we're always happy to help.
- Some areas are staff-only. If it's marked, please don't enter these unless invited by a team member.

### **Safety first**

- If you hear a fire alarm, you should make your way to the nearest exit and assemble at the designated assembly point following the guidance and instruction of the hub staff.
- If you have an accident or injury within a Life Leisure hub, please let the Duty Manager know so we can help and log it.
- If you've got a medical condition or you're feeling unwell, please check in with a professional before using the facilities - and let us know anything we should be aware of.

### **Respect for everyone**

- Be kind. We expect everyone to treat others with respect. In person and online.
- Aggressive, disruptive or discriminatory behaviour towards staff or customers may result in removal from the hub and possible suspension or termination of membership.

### **What's not allowed**

- Smoking or using vapes and e-cigarettes is prohibited anywhere in our hubs.
- No alcohol, glass bottles or illicit substances.
- Please don't use our facilities under the influence of alcohol or illicit substances.

### **Your belongings**

- Any property (including bicycles and cars) is brought to Life Leisure at your own risk. We do not take responsibility for loss or damage to your property.
- Any items left overnight in lockers will be removed and treated as lost property.
- Lost property is kept for four weeks before donating it to charity.

### **Keeping things clean:**

Help us keep our hubs fresh and ready for everyone:

- Shower before entering the pool, sauna or steam rooms.
- Wipe down your equipment and return it to the relevant rack or storage area after use.
- Put equipment back where it belongs.
- Please dispose of any waste in the bins provided.

## Photos

- We understand that you want to capture the moment. That's fine in the right areas, but not in private spaces. If you're unsure, have a quick word with a manager first.

## Animals

- Only registered assistance dogs are allowed in our hubs.

## Children

- Children over 8 must use the relevant changing rooms, according to their sex.
- Under 10s need to remain with a parent or guardian (unless they take part in an organised activity).
- Under 13s cannot use the gym unless it is part of a supervised session provided for them by Life Leisure team members.
- Under 16s cannot use the sauna or steam room, or designated free weight areas'

## Swimming pool

- Check the information at reception for the latest adult-to-child ratios before you swim.
- If your child is in swimming lessons, please enjoy watching from the viewing area rather than poolside. If there's a reason you need to be poolside, just have a quick chat with the pool coordinator.
- Some sessions are reserved for things like lessons, galas or events - just check before you arrive.
- Floats and inflatables are welcome at certain times, but not all sessions. If you're unsure, just ask.
- Snorkels and fins aren't used during general swim sessions. The exception is Grand Central lane swimming, where stronger swimmers can use training snorkels in the fast lane.
- To keep things clean and safe, please don't shave, exfoliate, use oils or eat in the pool area.
- Little ones (under 3 or not toilet trained) need to wear a swimming nappy.
- And of course, the pool is only open when a lifeguard is on duty.

## Gym

- Before you jump in, you'll need to complete a quick health commitment. We also recommend a gym onboarding session to get you started; it's required if you're under 18.
- Not sure how something works? Just ask, our team's here to help you feel confident using every bit of kit.
- Personal training in our hubs is delivered by our approved Life Leisure trainers only.
- Wear clean, suitable workout gear and trainers while you're exercising.
- During busy times, please keep sessions on popular equipment to around 15 minutes so everyone gets a turn.
- If you're lifting heavy, use collars and grab a spotter. Safety first, always.

## Football

- No metal or bladed studs on the pitches.
- No smoking, vaping or chewing gum on the pitch.
- Please don't climb on the netting, it's there for safety, not scaling.

## Just so you know

From time to time, we may need to update how things run in our hubs to keep everyone safe. If we do, we'll make sure you're kept in the loop.