Galleon Club Terms & Conditions

Membership:

1. Membership Categories

• Single Adult Membership (16-59 years) - full use of all Galleon facilities.
• Couple Adult Membership (16-59 years) - full use of all Galleon facilities.
• Student Membership (16 years+ in education) - full use of all Galleon facilities *(* proof of student status is required for eligibility).*
• Concession Membership (60+ years) - full use of all Galleon facilities.
• Junior Membership (5-15 years) - Swim only *(no access to fitness suite or classes. *14+ years can access fitness suite with adult guardian).*

2. Membership Joining Process:

• Members can pay via monthly direct debit or a one-off annual payment.
• All members must complete a physical readiness for exercise form prior to their membership starting. New members must declare that they are not knowingly engaging in any exercise that may be detrimental to their health whilst at the club. New applicants with known medical conditions should consult their GP prior to starting any new physical activity.
• New direct debit members, the first payment including joining fee and pro-rata fees must be paid upfront to the club via cash/card. All payments thereafter will be collected via direct debit.
• Joining fees are applicable to all new direct debit members and are the equivalent to one month's membership fee. Joining fees are not applicable to annual memberships.
• Upon joining, members will be issued with a membership card which is required to record attendance in the club. A photo will also be required to allow us to check your identity when you enter the club.
• We reserve the right to refuse entry without a membership card and members are not permitted to allow another person(s) to use their card to gain entry.
• An admin fee will be applicable to replace any lost, stolen or damaged cards.
• We are a private members club and the offer of membership is at the discretion of management. We reserve the right to refuse membership to any prospective members and we do not have to provide you with reasons for refusal of a membership.

3. Cancellations:

• Cooling off period - if you purchase a membership you have up to 14 days from your start date to change your mind and a full refund will be granted.
• Cancellations after the cooling off period, must be made in writing to the Membership Manager. For direct debits, cancellations must be received before the 10th of the month if they are to be processed in the same month. Cancellations received after the 10th will not be processed until the following month.
• Annual memberships are non-refundable unless within the cooling off period. Extenuating circumstances will be considered on an individual basis.
• Memberships can be frozen for a period of 3 months up to a maximum of 6 months for medical grounds only. We may require you to produce proof to support any of the reasons that you are relying on to freeze your membership. During the freeze period no payments shall be taken via Direct Debit and Annual members will have their end date extended by the equivalent number of months.
• Cancelling your direct debit without contact with the club will automatically cancel your membership. Immediate reinstatement may not always be possible due to membership capacity.
• The Galleon reserves the right to cancel a membership if any membership terms are breached or membership fees are failed to be collected.
• Abusive or inappropriate behavior towards staff or other users in the facility will result in instant termination of membership.

4. Membership Fees:

• All direct debits are payable on or around the 15th of every month.
• If there are any changes to the date your direct debit is to be collected, you will be provided with a minimum of 14 days notice.
• Annual fees must be paid upfront as a one-off fee at the point of joining.
• Failure to meet any direct debits due, will result in a member's bookings right being revoked until any outstanding balance is settled. We will ask you to settle the fees due either online or at the club via cash/card.
• If a Direct Debit is cancelled in error please contact the Membership Manager to have it reinstated.
• If a Direct Debit is incorrect or you would like to amend the details e.g. change to a new bank account, contact the club immediately to update your membership account.
• Failure to pay three consecutive monthly payments will result in automatic cancellation of your membership.
• The club may increase membership fees on an annual basis and we will aim to provide members with a minimum of 1 month's notice in writing for any increases or amendments to a direct debit.

5. Membership Details:

• We send all club correspondence to the contact information you provide us on your membership form. You must keep us up to date with any changes to your details.
• We will send regular updates via email. If you wish to opt out of these emails, please contact the membership manager to update your marketing preferences.

General:

1. Access Hours:

• Access times to the Galleon are available on our website https://www.gwc.org.uk/community-and-partnerships/the-galleon-club
• Opening hours of the club operate around the school hours during term time as follows:

Weekdays: The Galleon opens at 7am and members must vacate the school campus by 8.15am.
Members can then access the Galleon from 5pm and must vacate the school campus by 10pm.

Weekends: The Galleon opens at 9am both Saturday & Sunday and members must vacate the school campus by 5pm.

• During School holidays, members will have additional access to the club.
• The Galleon closes during the festive period in line with a full School campus closure and no access is available during this time.

2. Access for Children:

• Children under the age of 8 must be accompanied by an adult over the age of 16 in the building at all times.
• Children over 12 years can be in the Galleon Club on their own but can only access the pool only, not the fitness suite or classes.
• Children aged 6 years or over must use the changing facilities designated for their own sex.

3. Pool Area:

• Swimming is not permitted unless a lifeguard is present on poolside.
• Supervision Ratios: 1 adult supervising 1 child aged 0-4 years in the water. 1 adult supervising 2 children aged 5-8 years in the water.
• Children aged 8-11 years can swim on their own but must be accompanied by an adult who must remain in the building at all times.
• No running or boisterous behaviour on poolside is permitted at any time.
• No diving or jumping into water under 1.5m is permitted at any time.
• Users with any communicable diseases should not use the pool.
• For hygiene purposes, all pool users must shower before entering the swimming pool.
• Food and drink, other than water, is not permitted on poolside. No glass containers are allowed.

4. Pentland Fitness Suite:

• Access is only for persons over the age of 16 years.
• Children aged 14-15 years can use the fitness suite if accompanied by an adult over the age of 16 years.
• Drinks can only be consumed in sealed water bottles, no glass bottles allowed.
• If a user feels unwell during exercise they should stop activity and contact a member of staff immediately.
• Appropriate leisure clothing and footwear must be worn at all times.
• If you require help or assistance with any gym equipment please contact a member of the Galleon team.
• In the event of emergencies, please hit the call points on the gym floor to contact a member of staff

5. Fitness Classes:

• Attendance is only permitted for persons over 16 years.
• Classes can be booked up to seven days in advance for members.
• Late entry to classes is not permitted. Once a class warm-up has started, entry may be declined by the class instructor.
• Class attendees should advise class instructors if they have any concerns, are new to a class or are carrying any injuries.
• General fitness equipment will be provided by the Galleon. All personal equipment e.g. towel, your own fitness mat, water bottle, should be provided by the class attendee.
• Appropriate leisure clothing and footwear must be worn at all times.
• If a class attendee feels unwell during exercise they should stop activity and contact a member of staff immediately.

6. Bookings:

• All Galleon sessions including fitness suite, classes and the swimming pool must be pre-booked.
• Guests are allowed but must pre-booked up to 24 hours in advance if space permits and fees paid in advance through your booking page.
• All booked activities will be automatically checked in when swiping your card into the club. If you do not swipe your card you will be logged as a no-show.
• Sessions may be cancelled via the booking portal up to 1 hour prior to start time, thereafter you should call the Centre and speak to a member of staff.

7. Parking On Campus:

• Parking on campus is done so at users own risk and The Galleon takes no responsibility for damage or theft.
• Parking on campus can only be used during the Galleon opening hours and cars cannot be left on campus during the day or overnight.
• Users must park responsibly in designated spaces only and are not permitted to leave cars in non-parking areas.

8. Members Conduct:

• Members who wilfully or negligently cause damage to the Centre facilities or equipment will be liable for the cost of repair.
• Disorderly, rude or aggressive behaviour may result in termination of membership.
• All members must adhere to Galleon staff instructions and their decision is final.
• The drinking of alcohol or smoking on the school campus (including vaping) is completely prohibited at all times.

9. General:

• Lockers are available within the Club and members are encouraged to use them while using the facilities. The Galleon cannot take any responsibility for loss or damage caused to personal property. Items are not permitted to be left on site overnight.
• The Galleon may have to close or withdraw all or part of the facilities at any time for repair, essential maintenance or for safety reasons.
• Photography and Filming is not permitted in the Galleon club unless prior permission has been authorised by Galleon staff.
• We operate a safe environment for all our staff and guests. As part of that safe environment we ask all guests to use social media in an appropriate manner, and respect other individuals' privacy.
• All member data is held in accordance with the School's privacy policy and the general data protection regulations Act 2018.