

**ACCIDENTS & LOSSES**

- The Club does not accept any responsibility for any injury caused to members, members' guests or visitors by reason of negligence or otherwise whilst on the Club premises. The attention of members is called to the danger of balls from the Hockey pitches and Tennis/Squash Courts. The Club accepts no responsibility for money or personal belongings of members, members' guests or visitors left on the Club premises, including lost property held by the Club.

**ALCOHOL**

- No person under the age of 18 may purchase alcohol from the Club.
- No person may bring alcohol onto the Club grounds at any time.

**BALL GAMES**

- Individuals are not permitted to play ball games in any area of the Clubhouse or grounds, except when playing on the appropriate court or surface or when supervised in a coached or Club activity.

**BICYCLES**

- Bicycles must not be brought into, or ridden on, in any areas of the Clubhouse or areas other than the car park.
- Bicycles must not be taken onto or ridden on any of the sports playing surfaces and must only be parked in the designated Bicycle rack in the car park.

**BINS**

- External waste bins are provided for business purposes for which the Club is charged by weight. They are not for members' or guests' personal waste disposal or recycling needs.

**BOARD OF DIRECTORS/COUNCIL/COMMITTEE**

- The list of Directors, Council and Committee Members of the Club and their duties are posted on the Notice Boards and/or Website.

**CATERING**

- The Club provides a catering facility on such days as advertised on the Notice Boards or Website and as such, members and their guests are requested not to bring their own refreshments into the Clubhouse or grounds.
- Rules for catering during tournaments and holiday camps may differ at the discretion of the catering franchise and Club management.

**CARS**

- The Club accepts no responsibility for cars left in the Club grounds. Owners must accept full responsibility for the safety of their cars and contents. Cars may only be parked in the areas designated for car parking and so as not to cause an obstruction to other cars or emergency vehicles.
- Overnight parking is not permitted without prior authorisation from the Club management.

**CHILDREN**

- Any child, that is someone under the age of 18 years old, remains the sole responsibility of their parent or guardian at all times – whether they are accompanied or not.
- It is a decision for the parent or guardian as to whether their child is an appropriate age to be left unsupervised. If the staff have concerns, then they will refer these to the Safeguarding Officers and Ipswich Sports Club management. While normally respecting the decision of a parent/guardian in this regard the Club reserves the right to insist upon a child not being left unsupervised.
- Ipswich Sports Club staff are not able to supervise children when they are at the Club.
- When a child attends for a coaching lesson and is left at the Club, the coach will be responsible for them during the lesson only.
- Parents/guardians are encouraged to remain on site during lessons or activities.
- Parents/guardians must have made appropriate arrangements for the end of the lesson.
- Children Under 13 must be accompanied when using the changing facilities.
- Children Under 17 must be accompanied when using the Gym.
- Parents must ensure that their children do not distract or disturb the playing and social members of the Club.
- Children aged 9-18 must use the appropriate male/female toilets and changing rooms in the Clubhouse.
- Nursing of children will take place in the appropriate changing room or baby changing facility. Nappies should be disposed of in the appropriate nappy bins and under no circumstances should be placed in general waste.

**CLASSES/COACHING**

- Members and their guests, or non-members who arrive after a Studio, coaching or other class has begun, may only be allowed to join that class at the discretion of the instructor or coach in charge, and may be asked to complete a warm-up before joining the class fully.

**CLUB PROPERTY & GROUNDS**

- Members are asked to respect the property of the Club and may be called upon to make good damage to playing surfaces, equipment, grounds and gardens.
- No Club property or equipment shall be removed from the grounds without the prior authorisation from the General Manager.

**COMMUNICATION**

- There are several ways to keep up to date with all aspects of your Club:
  - Online** - via our Club Website/Member Online Booking portal [www.ipswichsportsclub.co.uk](http://www.ipswichsportsclub.co.uk).
  - Emails** - see our Club Website for details of all email contacts to help us communicate in an efficient and effective manner.
  - ENewsletter** - the Club's ENewsletter provides a round-up of the latest news, offers and promotions.
  - Facebook** - as does the Club's Facebook page [www.facebook.com/ipswichSportsClub](http://www.facebook.com/ipswichSportsClub) and various sports section pages.
  - Instagram** – as does the Club's Instagram page [ipswichsportsclub](http://ipswichsportsclub).
  - Notice Boards** - sign-up sheets and the latest news can be found on Notice Boards throughout the Club.

**DOGS**

- Dogs (except guide dogs) are not permitted anywhere within the Club grounds or buildings.

**DRESS**

- Recognised sportswear must be worn when playing any sports within the Club grounds and members are asked to respect a reasonable dress code at all times whether on or off court; tops must be worn at all times.
- Out of courtesy to others, members and their guests are required to shower and change before entering the Bar and social areas after finishing their games or workouts.

**ENQUIRIES**

- General enquiries may be forwarded to [membership@ipswichsports.co.uk](mailto:membership@ipswichsports.co.uk) or via the Club Website Enquiry Form/Member Online Booking portal or Section Email Contacts information directly, details of which can be found on the Club Website.

**FOOTWEAR**

- Only shoes designed for Tennis, Squash, Racketball, Hockey, Gym and Studio workouts are permitted. Shoes or boots with heels must not be worn, nor are track shoes, marking shoes or training shoes permitted on the courts, fitness areas or pitches.

**FUNCTIONS**

- When a function is being held at the Club, access to certain areas may be restricted to those attending the event.

**GDPR**

- The Club has its own Member Privacy Policy setting out how the Club uses and protects any information that members provide on joining; a copy of the policy is available on the Club's Website.

**GENERAL**

- Individuals are not permitted to play on any of the sports surfaces, except when playing the appropriate sport or when supervised in a coached or Club activity.

**GUESTS**

- Members are required to sign in all guests prior to using the facilities at Club Reception and all guests should be made aware of, and abide by, the "Member Guide Rules, Terms & Conditions". Members are required to stay with their guest at all times.
- A playing guest may use the Club facilities for a maximum of 6 visits; social guests a maximum of 12 visits, per calendar year.



- A member may only introduce more than one guest by prior arrangement and at the discretion of the General Manager.

#### ELECTRONIC DEVICES

- Members, their children and guests, are required at all times to use electronic devices only in a manner that is unobtrusive, silent and compatible with the peaceful enjoyment of the Club premises for other users.

#### JUNIORS

- Juniors under the age of 14 years are not permitted to use the Gym unless in a supervised Club training session (from 11 years).
- Juniors aged 14-16 may use the Gym under the supervision of an Club Instructor.
- Juniors aged 17 years may use the Gym at any time.
- Juniors under the age of 14 years are not permitted to use the Studio.
- Juniors aged 14 years and over may be permitted to attend Studio Classes at the discretion of the Studio Manager and/or Club instructors.
- Juniors under the age of 16 may not use the Sauna or Steam Rooms at any time.

#### LOCKERS

- Coin operated lockers are available in the changing rooms; they require a £1 coin (returnable). No overnight usage is permitted.
- Personal items left in the lockers are left at the owners' risk.

#### LOST PROPERTY

- Please ask at Club Reception to check Lost Property. After a period of 4 weeks, any unclaimed property will revert to Club ownership at which point the management reserve the right to dispose of any unclaimed items.

#### MEMBERSHIP

- All members should be aware of their unique membership number and should be able to provide this number if asked to do so at any time.
- No Member may, by paying a guest fee or by invitation, participate in a sport or play at a time, which his/her membership category does not permit.
- Annual Memberships will start from the date of joining for 12 months; Monthly Memberships will start from the date of joining but will be calculated in whole calendar months; in this instance a pro-rata fee may be due if joining part way through a month; in both cases, a Joining Fee will also apply.
- **Changes to your postal, email address, telephone numbers or Bank Details (where appropriate)**  
Please keep us informed of any changes to your contact details, by completing a form at Club Reception, or by email to membership@ipswichsports.co.uk. All notices sent to such address shall be considered as duly delivered.

#### Changing Membership Category

- If you wish to change your category of membership, members must contact the Membership Manager in writing. These changes will become effective immediately subject to payment of a difference in fees if upgrading or by the next appropriate date as confirmed by the Membership Manager subject to the membership category. The Club reserves the right to charge a £25.00 Admin Fee for excessive change requests to membership and other administrative requests.

#### Referring Members to Join the Club

- As a member, you are encouraged to refer others to join the Club, in doing so, you may be awarded commission at the discretion of the General Manager/Membership Manager or at the time of a promotion. There are no limits to the number of members that you may refer. Referral Forms are available from the Membership Manager or Club Reception.

#### Cancellation of Membership

- Members wishing to cancel their membership must do so in writing to the Club Administrator. Notice of cancellation will not be effective until this has been received and acknowledged by the Club.  
For Monthly payments, the Club operates a one full calendar month cancellation policy from the date of notification, in writing only. In all cases, the notice period will start from the last day of the month in which cancellation is notified and finish on the last day of the following month. The corresponding cancellation fee will therefore be due and members are requested not to cancel their Direct Debit Instruction prior to contacting the Membership Manager. **Separate Terms and Conditions will apply for all promotional offers**, at the end of the promotional period,

the normal cancellation policy will apply. If a monthly hockey membership paid via direct debit with a 12 month contract is cancelled within the contracted period the Club reserves the right to collect the balance of fees within and up to the contract end date.

**For Annual payments**, the Club operates a standard 14-Day Cooling Off Period, counted from the day of joining, during which a full refund of the Subscription Fee paid may be given provided that notification is given in writing. Joining Fees will be refunded less a £25.00 Admin Fee unless the Joining Fee paid is less than £25.00 in which case it will not be refunded.

#### Suspensions

- Members paying a **Monthly Membership** may suspend their memberships for a maximum period of up to 3 calendar months in any 12 month period for reasons of injury, lengthy/unusual absence from the country or pregnancy, after which time the membership fee will automatically return to the current full fee on the member's current membership category without further notification. Suspensions are not applicable during normal holiday periods or during a promotional membership term (unless through injury or pregnancy). A "holding fee" of £15.00 per month per person will be charged for this period in order to keep the member's membership open during this period and will permit the member access to the Club on a Social basis only (Bar/Catering facilities, Social Events). In the case of **Annual Memberships**, a maximum of up to 3 months may be added onto a members' membership annual term at the discretion of the Membership Manager. Members must request suspension of their membership in writing to the Membership Manager for consideration and in relation to the circumstances involved and may be asked to provide medical proof in some instances. In cases where the "holding fee" is not paid, or a Direct Debit Instruction cancelled during the suspension period, the member's membership will be cancelled in line with the Club's standard cancellation policy in the "**Member Guide Rules, Terms & Conditions**". Members are also encouraged to contact the Membership Manager with any changes or queries relating to their playing circumstances or membership at any time.
- **Short-Term Memberships**  
Short-Term Memberships are available to Students (on provision of Student identification) who may be returning to the area on a short-term basis (holiday periods); such members may join for up to a maximum period of 3 consecutive months at any one time and will be required to pay their agreed fees (based on the standard Monthly Membership option) upfront and in full, with no refunds after the standard 14-Day Cooling Off Period (as per Annual payment memberships).

#### MEMBERSHIP SUBSCRIPTIONS & FEES

- All membership subscriptions and fees are subject to an annual review following the Club AGM.
- There is a one-off Joining Fee payable on signing up for membership of the Club in the first instance, or if a member returns to the Club after an absence of more than 6 months from their last membership Expiry Date.

#### MOBILE PHONES

- Mobile phones may be used in all non-playing areas of the Club, quietly, and with consideration to other members at all times.
- Due to the risks of inappropriate photography or filming, mobile phones or any other device must not be used for that purpose within the changing area. Filming and photography is strictly prohibited. Any concerns should be raised immediately with Club Staff or Club Safeguarding Officer(s).

#### MOTORBIKES/MOTORCYCLES

- Motorbikes/Motorcycles must only be parked in the designated motorbike/motorcycle bay (MC) in the car park next to the Indoor Tennis Centre.

#### NOTICES

- No written notices, pictures/photos or advertisements may be displayed in the Club or around the Club grounds without prior permission from the General Manager or Club Office.



### OPENING HOURS

- The Club is open every day except Christmas Day & New Years Day; the festive period opening hours will be published nearer the time.
- The normal Club opening hours are: Monday to Friday, 6.30am to 10.00pm, Saturday and Sunday, 8.00am to 7.00pm.
- The Club may be closed up to an hour earlier than stated in the evenings if there are no members on the premises.
- The Club reserves the right to amend these opening and closing times as per the needs of the business, on Bank Holidays and for functions/social events, matches or tournaments.

### PANDEMIC SITUATION

- In the unfortunate situation of a pandemic or other situation causing national government, local government and/or applicable national governing sports bodies to direct and give guidance as to how the Club may operate, the Club will communicate information to the members via the Club ENewsletter system (via the 'Club' option) with regards to closure/re-opening of facilities, safety procedures, protocols, government guidelines and membership information; members are therefore urged to ensure that they remain on the mailing list for this purpose as a minimum for the duration of their membership term.
- Members will be expected to observe all subsequent changes to normal Club arrangements that the Club may feel obliged to introduce.

### POST

- Mail and messages for the Manager, Club Office and Section Chairs may be left at reception
- No member shall use the address of the Club for business purposes or for the delivery of personal mail/parcels at any time.
- No member may leave parcels or gifts at Club Reception at any time.

### PRIVACY

- Members' contact details are never revealed to external or non-member organisations.

### REFUNDS

- Please see Cancellation of Membership and Short-Term Memberships.
- No refunds will be given if a member becomes aware of a future offer after the first 14 days of membership, counted from the day of joining.

### RENEWALS

- Annual Memberships – members will be contacted by the Club via email in good time to advise when their Annual Membership is due for renewal. No later than the membership Renewal/Expiry Date as stated for the membership to remain active.
- No member may use the facilities or take part in any activities once their Membership Renewal/Expiry Date has passed without contacting the Club to renew.

### SAFEGUARDING

- The Club acknowledges its duty to safeguard and promote the welfare of children and vulnerable adults. Information is available in the main Clubhouse at Henley Road, the Tuddenham Road Clubhouse and on the Club Website.

### SAUNA/STEAM ROOMS

- Children under the age of 16 may not use the sauna or steam room at any time.

### SCOOTERS/SKATEBOARDS

- Scooters and Skateboards must not be brought into, or ridden on, in any areas of the Clubhouse or walkways.

### SMOKING/E-CIGARETTES

- In keeping with the Club's tradition as a sports and health and fitness venue, the Club operates a no smoking policy (including the use of E-cigarettes) in all Club premises and grounds, the Indoor Tennis Centre, the Club Bar and social areas, and within the proximity of the Clubhouse doorways and Outdoor Tennis Courts. The Club will however permit smoking or the use of E-cigarettes outside, but only in the designated area. When smoking in the designated area, smokers are asked to show consideration for non-smokers and to make sure they deposit cigarette or cigar ends in the wall ashtray box provided.

### COURT BOOKINGS

- Members should use the Member Online Booking portal and their personal login details, confirmed to them on joining the Club, to make online sports bookings.
- Notice of booking cancellations must be given by members via the online portal or by phoning the club if they are unable to play. Failure to cancel incurs a 'no-show' charge of £5.00 per booking.
- Tennis Courts are bookable 7 days in advance; Studio Classes are bookable 7 days in advance; Squash & Racketball Courts are bookable 14 days in advance.
- For block booking and external hire enquiries regarding the Club's Tennis, Squash, Racketball, Studio and Hockey facilities, please email membership@ipswichsports.co.uk.

### STUDENTS

- Students will be accepted on the reduced Student membership categories only up to the age of 25 years inclusive and must be able to provide a copy of their full-time Student identification/status and/or proof of not earning if requested.

### STUDIO CLASSES

- Non-members may book Studio Classes via the online members portal by joining as a Guest.

### SUGGESTIONS & COMPLAINTS

- For any suggestions or complaints please email the relevant department heads.

### TELEVISION/MUSIC POLICY

- The Club provides televised sporting events as available within the Club subscription service.
- Background music is played in the Club Bar and Function Room for the benefit of members and their guests.

### TENNIS COURT LIGHTING

- Due to local council planning rules, the Air Dome Court lighting is only permitted from 8.00am and all Outdoor Court lighting, including the Air Dome courts, up to and no later than 10.00pm.

### ZERO TOLERANCE

- The Club operates a Zero Tolerance Policy regarding abusive behaviour towards staff; members are asked to familiarise themselves with this policy. Any violation of this policy can lead to termination of membership.

**The rules are formulated to create an enjoyable and pleasant atmosphere for all Club Members and visitors and made pursuant to Article 57 of the Club's articles of association.**