

## **HILLS GYM CODE OF CONDUCT & CLUB ETIQUETTE**

Failure to comply with these rules may result in your membership being revoked.

As a member of Hills Gym we ask that you adhere to our code of conduct & help set the standards for etiquette in & around the club.

### **OPENING HOURS**

- If we need to change the opening hours for any reason we'll give you as much notice as possible.
- We may need to close the club, or certain areas, from time to time for maintenance and improvements. We'll try to keep such closure to a minimum & give you as much notice as possible.
- There will be times when the gym is unstaffed. In such instances, it is your responsibility to acquaint yourself with our unstaffed hours document, which you can find on our App. It is important that members strictly adhere to all safety and security protocols to ensure your safety, and the safety of others during unstaffed hours.

### **PERSONAL SAFETY/MEDICAL**

- You must not take part in physical exercise if you're knowingly medically unfit.
- You must only use equipment that you're competent to use & must read all instructions prior to using such equipment. If in doubt, you must ask a member of the Hills Gym team.
- It is your responsibility to engage in a safe & sensible exercise routine at all times.
- Please use due care & attention at all times when using the fitness equipment. You must not knowingly cause a safety hazard to yourself or others.
- In the interest of safety & hygiene, no crockery or glasses are allowed in the changing rooms, gym floor & other surrounding areas.
- With the exception of fire, the emergency exits are not to be used when leaving the club.

### **TAILGATING**

- Member safety is our main concern. We do not allow tailgating (members opening the door for other guests). We need to know who is on site at all times.

If we have reasonable grounds for believing that you knowingly provided your entry QR code to another individual or individuals, or allowed unauthorised entry

following your entry to the gym (known as tailgating) we may hold you responsible for the conduct of the individual(s) while on our gym premises, and liable for any loss we suffer as a consequence of that conduct.

We reserve the right to revoke membership with immediate effect should this occur.

### **PERSONAL BELONGINGS/LOST PROPERTY**

- You must always use the lockers provided to store your personal belongings. Don't leave your belongings unattended.
- You must assist with the prevention of theft & accidents by reporting all such incidents to a member of the Hills Gym team immediately.
- Training shoes must be worn at all times when using the gym or studios & clothing worn must be appropriate to fitness training.
- If you use a smartphone, tablet or other device in the club, or as part of your workout then you're responsible for its safety and security. We recommend that you don't leave such devices unattended.
- All property is stored at your own risk. Hills gym accepts no responsibility for lost, damaged or stolen property.
- You must refrain from using phones within the changing rooms & the taking of photographs/videos in this area is strictly forbidden.
- If you find any property that doesn't belong to you, please hand to a member of the Hills Gym team.
- Any property found at the club will be stored for a period of up to 1 month and will be deemed lost property (excluding any wet items which will be disposed of immediately on discovery). After expiry of the 1 month period, the property will be disposed of if not claimed.

### **BEHAVIOUR**

- We accept no responsibility for injury, damage or theft to any person or persons property whilst attending the gym, unless due to negligence or fraud by us or our staff.
- You must conduct yourself in a well-mannered fashion at all times
- Permission from the club must be obtained prior to any photographs/videos are taken on club premises. It will be at the complete discretion of Hills Gym to decide what is appropriate with regard to photographs/videos. We reserve the right to revoke

membership with immediate effect should any photography or videoing not meet our club, brand or moral values.

- Bad language & profanity is not to be used in any part of the club at any time.
- You must not under any circumstances abuse the facilities or equipment, any of our employees, or any other member. In any instance the club will terminate your membership.
- Any deliberate or negligent damage to Hills Gym property will be paid for by the member responsible & the club could terminate the member's membership.

### **EQUIPMENT/ FACILITIES**

- There is to be no misuse of any of the facility, services or equipment.
- All freestanding equipment must be put away in its designated place or racking after use.
- The dropping of free weights is strictly forbidden, you're asked to place weights back in the weight rack at the end of a completed workout.
- You're asked to wipe down equipment after use.

### **PARKING**

- Vehicles must be parked in the designated parking areas only.
- Members who have a disabled license can only use the disabled bays if the license is displayed.
- Vehicles are left at the owners risk & Hills Gym doesn't accept liability for your vehicle.
- Vehicles must not be left over night.

### **PETS**

- No pets, with the exception of guide dogs, are allowed in any area of the club.

### **COMPLAINTS**

- If you have any queries or wish to make a complaint, you're invited to speak to a member of the Hills Gym management team in the first instance.

HILLS GYM