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Sparkle Ladies Gym

Terms and Conditions and Gym Rules:

Sparkle Ladies Gym is committed to providing a welcoming atmosphere and a space where ladies of all ages and skill levels can get fitter, have fun and feel comfortable. We are thrilled to have you join us on a journey towards health and well-being. To ensure a positive experience, we have put in place a few guidelines. These are for the benefit of each client, and the collective harmony of our gym. We appreciate your co-operation in adhering to these standards and helping us maintain the high-quality atmosphere that we all value. Let's work together to make every workout session productive and pleasurable!

Gym Rules:

- **Conduct:** Please refrain from any conduct or language that could be perceived as intimidating or offensive. Should you encounter or observe such behaviour, please inform a staff member rather than addressing it yourself.
- **Dress Code:** We ask that you wear clean shoes and appropriate workout attire to maintain a respectful environment.
- **Time Management:** Please be courteous and arrive on time for sessions. Please respect the closing time of 8:50pm so our neighbors can lock our premises on time.
- **Respect and Privacy:** Please honour the privacy and preferences of fellow clients by not taking any photographs or videos.
- **Mobile Phone Usage:** Use mobile phones considerately, paying special attention of privacy mentioned above.
- **Hydration:** Adequate hydration is essential during physical training sessions.
- **Smoke-Free Policy:** Our gym is a smoke-free and vape-free zone.
- **Health Considerations:** If you're feeling ill, particularly with a contagious condition, we kindly ask that you stay home.
- **Glass-Free Zone:** Glass is not allowed in any part of Sparkle Ladies Gym. Instead, please use a non-glass bottle to keep hydrated.
- **Chewing Gum Prohibition:** To maintain cleanliness, chewing gum is not permitted anywhere on gym premises.
- **Safety Drills:** Fire alarm tests will be periodically conducted. We will notify you of these tests and any required drills or evacuations.

## Gym Rules Continued:

### Equipment Etiquette:

- Return all gym equipment to their designated places after use.
- Please handle weights carefully without dropping them.

## Sparkle Ladies Gym Terms and Conditions and Gym Rules 2 of 3

Membership Eligibility: Clients must be 18 years or older to become a client of Sparkle Ladies Gym. Membership is personal and non-transferable.

Induction: All clients must either attend a Sparkle Ladies Gym Group Induction session, or watch the demonstration induction videos prior to using Sparkle Ladies Gym.

Health and Safety: Clients must complete a Get Active Questionnaire (PAR-Q) before using Sparkle Ladies Gym facilities. Clients are responsible for their own health and safety and must inform the staff of any medical conditions.

Medical Advice: Sparkle Ladies Gym, Sparkle Ladies Gym's agents, contractors and trainers are not in a position to provide clients with medical advice with regard to any medical conditions they may have. Sparkle Ladies Gym strongly recommends that all prospective clients seek medical advice from their medical practitioner prior to commencing any training or exercise activity, and should talk with your doctor about the kinds of activities they wish to participate in and follow his/her advice.

Use of Facilities: At Sparkle Ladies Gym, we kindly ask our valued clients to embrace our community by adhering to our gym's rules. This includes the proper use of equipment and showing consideration for fellow gym-goers. Please note that in order to maintain a harmonious environment for everyone, we reserve the right to discontinue memberships should these rules not be followed.

Payments and Fees: Kindly note that membership fees are due monthly and in advance. To ensure uninterrupted access to our facilities and services, we kindly request that membership fees be submitted promptly. Please be aware that delays in payment may necessitate a temporary pause in membership privileges.

Renewals: Monthly rolling contracts automatically renew until the client decides to cancel according to the contract's cancellation policy. 12 month fixed-term contracts do not automatically renew. The client must actively choose to renew fixed-term contracts or extend their membership.

Cancellation and Refunds: We recognise that many people's circumstances change. Clients may cancel their membership with a 30-day written notice to Sparkle Ladies Gym. Refunds cannot be provided for partial months. As we offer a discounted Annual Membership for clients wanting to commit for 12 months, this membership cannot be cancelled once purchased. Sparkle Ladies Gym reserves the right to refuse, cancel or reject an application of membership and to withdraw membership.

### Sparkle Ladies Gym Terms and Conditions and Gym Rules 2 of 3 Continued:

Complaints Procedure: Sparkle Ladies Gym are committed to providing a high-quality service to all our clients. If you are not satisfied with any aspect of our service, please bring your complaint to our attention immediately. Our aim is to resolve all issues to your satisfaction promptly and professionally.

Rescheduling and No-Shows: We kindly request that personal training sessions be rescheduled with at least 24 hours' notice. We understand that life can be unpredictable, so we appreciate your cooperation in this matter. Failure to notify us in time may lead to the session being considered as fulfilled, and unfortunately, we won't be able to offer a refund for such instances.

Personal Data/Security: To safeguard and secure your personal data, we have comprehensive physical, digital, and organisational procedures in place. We use information you provide for internal record keeping purposes and our marketing purposes only. If you prefer not to receive marketing communications from us, please contact us directly to remove your information from our marketing lists. Should your personal details change, please notify us immediately. We will never sell, distribute or lease your personal information to third parties. We will not hold your personal information for longer than is necessary for our legitimate business purposes.

### Sparkle Ladies Gym Terms and Conditions and Gym Rules 3 of 3

Liability/Informed Consent: At Sparkle Ladies Gym we prioritise your safety and well-being. We encourage all clients to take care of their possessions and exercise within their limits. All clients use the Sparkle Ladies Gym facility at their own risk. While Sparkle Ladies Gym strive to provide a secure and supportive environment, please note that our facility is not responsible for any personal injuries or loss of personal belongings that may occur during the client's visit, and that the client will not hold Sparkle Ladies Gym, Sparkle Ladies Gym's agents and contractors and trainers liable in any way for any injuries that the client may occur as a result of using Sparkle Ladies Gym facilities.

I hereby fully and forever release and discharge Sparkle Ladies Gym, its assigns and agents from all claims, demands, damages, rights of action, present and future therein. I understand and warrant, release and agree that I am in good physical condition, and that I have no disability, impairment or ailment preventing me from engaging in active or passive exercise that will be detrimental to heart, safety, or comfort, or physical condition if I engage or participate (other than those items fully discussed on the Get Active Questionnaire – PAR-Q).

Sparkle Ladies Gym Terms and Conditions and Gym Rules 3 of 3 Continued:

General Statement of Program Objectives and Procedures: I understand that this physical fitness program includes exercises to build the cardiorespiratory system (heart and lungs), the musculoskeletal system (muscle endurance and strength, and flexibility), and to improve body composition (decrease of body fat in individuals needing to lose fat, with an increase in weight of muscle and bone). Exercise may include aerobic activities (treadmill, walking, running, bicycle riding, rowing machine exercises), calisthenic exercises such as weight lifting to improve muscular strength, and endurance and flexibility exercises to improve joint range of motion.

Description of Potential Risks: I understand that the reaction of the heart, lung, and blood vessel system to exercise cannot always be predicted with accuracy. I know there is a risk of certain abnormal changes occurring during or following exercise which may include abnormalities of blood pressure or heart attacks. Use of the weight lifting equipment, and engaging in heavy body calisthenics may lead to musculoskeletal strains, pain and injury if adequate warm-up, gradual progression, and safety procedures are not followed.

Description of Potential Benefits: I understand that a program of regular exercise for the heart, lungs, muscles and joints, has many benefits associated with it. These may include a decrease in body fat, improvement in blood fats and blood pressure, improvement in physiological function, and decrease in heart disease.

Changes to Terms and Conditions: Sparkle Ladies Gym are committed to ensuring that your fitness journey with us is exceptional. Please be advised that we reserve the right to update our Terms and Conditions, when necessary, to reflect enhancements to our services or changes in the law. Rest assured, any modifications will be made with your best interests in mind and you will be informed promptly of such updates.

As the Client, I have read, understand and agree to the contents of the Sparkle Ladies Gym application and the terms and conditions stated. I confirm that all the information provided by me in this application is accurate and complete to the best of my knowledge.

I agree to abide by the terms and conditions as outlined in this application. I understand that any misrepresentation, falsification, or omission of information may result in the denial of services or termination of any agreements entered into based on this application.

**Welcome to Sparkle Ladies Gym!**