

In order to provide all our customers with an enjoyable and safe experience, the following hub rules should be adhered to at all times:

General

You'll need an active membership or a valid activity ticket that's appropriate for the hub and facilities 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. Staff-only areas are clearly marked. Please don't enter these unless invited by a team member.

Fire exits are clearly marked within the buildings. If there is a fire or 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 suffer an accident or injury within a Life Leisure hub, please report it and the circumstances under which it happened to the Duty Manager on shift at the time of the accident/incident.

Smoking or using vapes and e-cigarettes is prohibited on all Life Leisure premises.

We do not allow glass bottles, alcohol or illicit substances in Life Leisure hubs.

We expect everyone to treat others with respect. Aggressive, disruptive or discriminatory behaviour towards staff or customers (including on social media) may result in removal from the hub and possible suspension or termination of membership.

If you or a member of your group is suffering from an illness or condition you must seek medical advice prior to using any Life Leisure hub. You should inform a team member about anything that is relevant to your physical condition.

Our facilities must not be used while under the influence of alcohol or illicit substances.

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

We take pride in keeping our hubs clean and hygienic and appreciate your support in maintaining these standards:

- Please shower before entering the pool, sauna and steam rooms
- Please wipe down your equipment and return it to the relevant rack or storage area after use
- Please dispose of any waste in the bins provided

We take a common-sense approach to photography to allow family and social photos in appropriate areas while protecting privacy. Photography is not permitted in sensitive areas. Please speak to a manager before taking photos in our hubs.

Animals are not permitted within Life Leisure hubs, except for registered working assistance dogs.

Children

Children over 8 must use the relevant changing rooms, according to their sex.

Children under 10 must remain with a parent or guardian unless taking part in an organised activity.

Children under 13 must not use the gym unless there is an organised activity provided for them by Life Leisure team members.

Children under 16 must not use the sauna or steam room, or designated free weight rooms.

Swimming pool

Please refer to the guidelines displayed at reception and throughout the hub for the latest recommendations regarding adult:child supervision ratios.

We may reserve the pool at certain times for a variety of activities e.g. competitions and galas.

Items e.g. floats and inflatable items, that may prevent other members from enjoying our facilities will only be allowed at certain times (please ask reception).

The use of equipment such as snorkels and fins is prohibited in public swim sessions, except for Grand Central lane swims where club standard swimmers may use training snorkels in the fast lane.

For hygiene and safety reasons, shaving, exfoliating, using oils or conditioners, and eating are not permitted in the pool area.

Children aged three and under or who are not toilet trained must wear swimming nappies.

Pools should not be accessed unless a lifeguard is present.

Gym and fitness facilities

Before using the gym, you must complete a health commitment statement. We recommend all customers undertake an onboarding session before using the gym. This is mandatory for under 18s.

If you're unfamiliar with any equipment, please ask a member of the team for guidance before using it.

Only authorised Life Leisure Personal Trainers may provide private fitness coaching within our hubs.

Appropriate clean exercise clothing and shoes must be worn whilst exercising.

At peak times we ask you to limit the use of popular pieces of gym equipment to 15 minutes at a time. This is to ensure that all of our members have the opportunity to use a piece of equipment on their programme during their visit.

Always ensure you have a spotter and use collars when lifting heavy weights.

Football

Please ensure that no metal studded or bladed footwear is worn on the pitches.

No smoking, vaping or chewing gum is permitted on the pitches.

For your own safety, please do not climb on the perimeter netting.

The General Manager has the right to change or amend any hub rules based on immediate emergency requirements.