



CLUB RULES

All JAGS Sports Club members (“**Members**”), guests, and those periodically visiting (together “**you**”) JAGS Sports Club must comply with these Rules. These Rules are incorporated into a Member’s Contract with us, and compliance with these Rules is important both to maintain the standards at our Club and to enable Members to get full enjoyment from their Membership.

- In these Rules, “**JAGS Sports Club**”, “**us**”, “**we**” or “**our**” means JAGS Sports Club trading through JAGS Community Enterprises Ltd. Words and phrases in these Rules have the same meanings as given in our Membership Terms & Conditions, unless specified otherwise.
- Any person who does not comply with these Rules (or engages in any other misconduct) may be ejected from, or denied access to the Club, or may have their Membership terminated. Your safety and that of our people at JAGS Sports Club, is our highest priority.
- We reserve the right to make reasonable amendments to these Rules, or our individual Club operational rules, at any time. If we do this, we will give Members reasonable advance notice by making you aware via electronic communication (emails or Texts) or through in house signage and digital displays. As such, the Club Rules will change from time to time. If in doubt, please ask a member of our team.
- Any special measures and operational rules (on display in various parts of the Club) take precedence over any others for the time being and they are in place to provide a safe environment for all; in line with best practice for hygiene, cleanliness, Club operations, Team and Member safety.

Membership Card

1. A membership card will be issued to each Member when they join the Club.
2. There is a fee of £6.50 for replacement of lost, stolen, or damaged cards.
3. Each member must either present their card to reception on arrival at the Club or have his/her/their card swiped for security and verification before proceeding into the Club.
4. Any member attending the Club without a valid membership card may be asked for proof of identification and membership.
5. A member must not lend their membership card to anyone else as membership is personal and covers only the member’s use of the Club.
6. On termination or cancellation of membership, members are required to surrender their membership card.

Guest and Visitors

1. Members (over the age of 18) may bring guests to the Club provided that:
 - (a) we receive payment of the guest fee, as set out in the Club price list current at the time of the guest’s visit charged by the Club; and
 - (b) An adult member can bring both adult guests and junior guests to do activities set out in the membership. Junior members can sign in junior guests; however, junior guests cannot bring in adult guests. The exception to this rule is where the junior has a non-member carer or if the junior member is brought to site by a close relative. In both cases authorisation from the Club must be given.
2. Members must accompany their guest at all times and the Member who brings the guest remains responsible for their guest’s conduct whilst they are in the Club. The Member may not leave that Club prior to their guest’s departure.

3. A Member who has “frozen” his/her Membership will not be allowed access to the Club (including as a guest).
4. Members must ensure their guests pay the appropriate guest fee or surrender a valid guest pass (if applicable) before accompanying them into the Club. This also includes guests that accompany members for tennis, badminton, table tennis and squash.
5. Members must ensure that their guests comply with these Rules.
6. The Sports Club team may refuse access to your guests if the Club capacity is high and we are unable to accommodate.

1. BEHAVIOUR & CONDUCT

- 1.1 **General Behaviour:** You should conduct yourself in a quiet and well-mannered fashion when in or about the Club, and in a custom that will not disturb or impair the use and enjoyment of the Club by any other person. In particular, you may not use foul, loud, or abusive language, nor will you behave in a threatening manner, nor will you molest, or harass, other Members, guests, visitors, or members of staff.
- 1.2 All our staff have the right to be treated with dignity and respect. Any member or user of the Club using hostile or aggressive behaviour (physical or verbal) or using derogatory or discriminatory language may have their membership or ability to use the Club withdrawn.
- 1.3 **Misuse of substances:** You may not bring, use, or be under the influence of drugs (including, antihistamines, vasoconstrictors, narcotics or tranquilizers) or intoxicating liquor or substances in any part of the Club. Any member suspected of this will be requested to leave the Club.
- 1.4 **Unacceptable behaviour:** Swearing, abusive or threatening behaviour and any other unacceptable behaviour will not be tolerated within the Club; offenders will be asked to leave, and memberships could be cancelled.
- 1.5 **Unacceptable behaviour** includes:
 - (a) behaviour that is unreasonable, regardless of the level of someone’s stress, frustration, or anger. It may involve acts, words or physical gestures that could cause another person distress or discomfort;
 - (b) Any threatening, abusive or derogatory behaviour towards staff (which includes verbal and written abuse, comments and remarks) or conduct intended, or which is likely, to have the effect of damaging Our reputation; and
 - (c) Failing to promptly provide information reasonably required by Us for the purposes of Your safety and the safety of other members.
- 1.6 **Respect:** Members of the Club, their guests, visitors, and members of staff should always display mutual respect for each other.
- 1.7 **Complaints** should be communicated privately to a member of the Club’s management team or in writing by email to the Club Manager at clubmanager@jagssportsclub.co.uk.
- 1.8 **Clothing and Attire:** You must be dressed in suitable attire at all times when on Club premises, and appropriate exercise clothing is required whilst exercising in the Club. Guidance as to suitable attire may be obtained from the Club Manager who may, at his/her/their discretion, require you to leave the Club or part of the Club premises if your attire is not considered suitable.

2. James Allen’s Girls’ School and Safeguarding

- 2.1 **Club not available during School Hours:** JAGS Sports Club operates outside the James Allen’s Girls’ School term time day.
- 2.2 **No Access to Facilities during School Hours:** During term time and school days, the Club is not accessible to members. The relevant dates and times are available on our website and are regularly updated.

- 2.3 **Limited Access to Facilities at Other Times:** During term time we are also required to restrict access and timings for certain facilities, including the changing rooms and swimming pools, and sports fields. Further details are set out below in these rules.
- 2.4 **Access to the Site:** There must be no attempt to enter site during the school day unless a prearranged meeting has been set up. This is to safeguard pupils of JAGS. Any such unauthorised access may lead to the termination of your membership.
- 2.5 **Safeguarding:** The Sports Club has a safeguarding policy and the Designated Safeguarding Lead, or the Club Manager can be contacted at any time either by email or phone or in person.
- 2.6 If a Member has concerns about the welfare of a child or a vulnerable adult, they can report these confidentially to the Designated Safeguarding Lead or Club Manager. Details on JAGS Sports Club's safeguarding policies and procedures are available on the Sports Club website.

3. CHANGING ROOMS

- 3.1 Only one individual is permitted in a toilet or shower cubicle at any one time (with the exception of a parent or guardian who may take his/her/their own child aged up to eight years into a shower cubicle with them).
- 3.2 **Children Under Eight:** Junior Members under the age of eight may change in either sex changing room under adult supervision and in designated areas only. Junior Members aged 8-15 years must change in designated areas in the changing room of their own sex.
- 3.3 **Storage of items:** Members are respectfully requested to store coats and rucksacks in the lockers provided and the same cannot be brought onto the gym floor or left unattended anywhere else in the Club.
- 3.4 During term time the toilet and shower area of both the male and female dry-side changing rooms will be available to members up until 8.30am Monday, Wednesday and Friday and up until 7.30am on Tuesday and Thursday. JAGS Staff and JAGS Sports Club Staff may use these facilities until 8.30am each day.
- 3.5 Members should be off site by 7.30am on Tuesday/Thursday and by 8.30 on Monday/ Wednesday and Friday.
- 3.6 **Pupils Only at Certain Times:** The dry-side locker area will only be available to pupils in the mornings from 6.30am (no member access).
- 3.7 **Shoes:** Shoes should be removed, or shoe covers should be placed on before entering the changing rooms.
- 3.8 **Personal Property:** You must not leave personal property unattended at the Club, unless it is locked in one of the lockers provided in the changing rooms.
- 3.9 **Responsibility for Personal Belongings:** If you bring personal belongings to the Club, this will be at your own risk. We do not accept any legal responsibility for any loss or damage to your personal belongings.

4. LOCKERS AND LOST PROPERTY

- 4.1 **Lockers** are made available for use on a daily basis but are subject to availability.
- 4.2 **Locker tokens** are available from reception on request, or they will accept £1 coins (old/or new).
- 4.3 **No Liability for Loss of Personal Property:** JAGS Sports Club does not undertake that use of a locker will guarantee that no theft of or damage to your property will occur. We will not accept any liability in relation to locker thefts unless they result from our negligence. You should check that your household contents or other insurance policy protects you against any risk of theft.
- 4.4 **Use of Lockers:** Lockers may only be used for the purposes of keeping gym kit, toiletries, and the clothing that you were wearing when you came to the Club. The keeping of any other items in the Club's lockers is prohibited. If JAGS Sports Club has reasonable grounds to suspect that a locker is being used in breach of this rule, JAGS Sports Club reserves the right to open the locker in question (by force if necessary) and remove (and dispose of) any offending items.

- 4.5 **No Overnight Use:** Lockers are available for use only while you are on the Club's premises. Use of a locker while not on Club premises is prohibited. If you leave your belongings overnight in a locker, JAGS Sports Club reserves the right to open the locker (by force if necessary) and remove (and dispose of) your belongings.
- 4.6 **Periodic Emptying:** Lockers will also be emptied periodically, and members' items removed to lost property.
- 4.7 **Lost Property:** Although we will always endeavour to return any articles of lost property to the owner, we do not take responsibility for any item held in lost property. We will store items left in the lockers in lost property for 30 days; these will be available for collection upon payment of a holding charge.
- 4.8 If you do not collect your belongings from Lost Property within 30 days, your belongings may be donated to charity or otherwise disposed of.
- 4.9 Where available, lockers and locker keys remain the property of the Club, and locker keys must not be taken from the Club's premises at any time.

5. HEALTH & SAFETY

- 5.1 You must use the main entrance to the Club when entering or leaving the Club.
- 5.2 **Fire exits**, which are clearly marked, are there in the interests of safety and you must not interfere with or obstruct fire doors for any reason.
- 5.3 In the event of a fire or if you hear the fire alarm, you should make your way out of the Club through the nearest possible exit.
- 5.4 You must read the health & safety notices posted outside any equipment or facility rooms in the Club and comply with the recommendations.
- 5.5 **Accidents:** Any member who suffers an accident whilst in JAGS Sports Centre must report it to the nearest member of staff immediately.
- 5.6 **Drinking Containers:** Only sealed drinking containers are permitted in any training area.
- 5.7 You must comply with any reasonable requests made by the members of staff in relation to matters of health and safety.
- 5.8 **Pregnancy:** if you are pregnant, you should consult your doctor prior to using our Club facilities.

6. GENERAL

- 6.1 Users with disabilities are advised to notify reception or a member of the team when they enter the building.
- 6.2 Whilst in our Club, members should respect others' personal space.
- 6.3 Opening times for the Club will be prominently displayed at the Club and on our Website and/or App.
- 6.4 **Opening hours** / closure days / bank holidays can be found on the Sports Club website.
- 6.5 **Smoking is prohibited** in any area of the Club including the use of e-cigarettes or similar devices.
- 6.6 **You may not bring pets** (other than guide or assistance dogs) onto the Club premises.
- 6.7 **CCTV:** For the safety and security of members, guests and staff, and for the purposes of crime deterrence and detection, CCTV is in operation throughout the facilities at all times. Images and other personal data captured and processed by these cameras will be retained in accordance with our privacy policy.
- 6.8 We reserve the right to show potential members and other individuals the facilities of the Club on a trial basis without prejudice to the rights granted to any members.

6.9 Use of the James Allen's Girls School fields or surrounding grass areas is not included in the Club membership and so is strictly out of bounds for members or visitors.

7. GYM (FITNESS SUITE and FREE WEIGHTS AREA) USE

7.1 **Non-members and guests** are not permitted access to the gym areas.

7.2 **Wipe Down:** In the interests of hygiene, members are requested to wipe down all equipment after use.

7.3 Your membership card will access the main gym and free-weights gym. Please ensure you always carry your card.

7.4 **Health Commitment:** You must complete a Health Commitment Statement PRQ as requested by us before using any fitness facilities.

7.5 **Unfamiliar Equipment:** You should seek instruction before using unfamiliar equipment. Inductions are offered Monday-Thursday evenings and Saturday morning/afternoon (subject to timing and availability).

7.6 **Age:** The minimum age to access the gym unaccompanied is 16 years.

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

7.8 **Time Limits:** Gym equipment (both in the main gym and the free-weights gym) must not be used for longer than 15 minutes during busy periods. If you are sitting on a piece of equipment resting or checking your phone, we would kindly request that you allow others to quickly take turns, if asked, while you rest.

7.9 The Free Weights gym may be closed on occasion when classes are taking place. Please see the day and time closures occur on the signs on the doors or visit the website for more details.

8. CHILDREN / JUNIOR GYMNASIUM USE

8.1 Junior Members under the age of 16 are not permitted to use the gym.

8.2 Junior Members over the age of 12 may use certain equipment in the gym if this is part of the 'Youth Gym session', details of which can be found at on the Sports Club website.

8.3 Junior Members must listen and comply with any instructions from JAGS Sports Club staff.

8.4 Junior members over the age of 16 must have an induction and follow all gym use guidelines for gym use noted in the section above under GYM.

9. GROUP EXERCISE CLASSES

9.1 **Bookings:** You must pre-book classes to ensure your participation in them. Online bookings open from 10pm, eight days in advance. Membership cards must be presented at reception before heading to a class to confirm attendance.

9.2 **Cancellations:** If you can no longer attend a pre-booked class, you must cancel your booking online via our App or Website by giving at least 60 minutes' notice.

9.3 **Failure to Show:** If you book a class and fail to attend without cancelling correctly (as above) two times in any 7-day period then you will receive a warning.

9.4 If you book a class and fail to attend without correctly cancelling a further time, then your online class booking rights will be suspended for one week.

9.5 Class timetables and instructor changes are subject to alteration from time to time without notice.

9.6 You are requested not to open the doors while a class is in progress, as this may interfere with the operation of the air-conditioning system and disrupt other participants.

- 9.7 **Time of Arrival:** In order to avoid disturbing classes, you are requested to arrive in good time. Classes will commence at the scheduled time. Entrance to classes 10 mins after the class start time will be refused. Any spaces available at the start time will be offered to those present and waiting.
- 9.8 **Limits on Attendees:** Where, in the opinion of an instructor, a class is overcrowded, the instructor may restrict the number of attendees in the class.
- 9.9 An instructor may, at any time, ask you to leave a class if you are jeopardising the safety or enjoyment of others.
- 9.10 **Children under the age of 16** are not permitted to participate in group exercise activities or spectate in classes, unless it is a specified teen class or other prearranged junior class.

10. SWIMMING POOL

- 10.1 Always check the live timetable for pool opening times on our website for the most accurate information regarding closures.
- 10.2 For reasons of health, safety, and hygiene you must:
- (a) obey the instructions of our lifeguards;
 - (b) always shower before entering the swimming pool;
 - (c) not consume, store, or bring into the changing rooms or swimming pool area, any food or drink or any kind of glass container; and
 - (d) Notify our staff if no lifeguard is present on the pool side.
- 10.3 **Changing** on the poolside gallery/viewing area is not permitted.
- 10.4 **Shoes must be removed before walking on poolside or entering changing rooms as these are hygiene sensitive areas and surrounding dirt impacts chlorine levels.**
- 10.5 You must:
- (a) not run on poolside, or dive into the swimming pool in areas of the pool with a depth below 1.5 metres;
 - (b) comply with any swimming direction posted in the swimming pool area;
 - (c) wear appropriate swimwear only. Swimwear that covers large areas of the body (including burkinis and full body swimsuits) is permitted provided the safety of the swimmer is not compromised.
- 10.6 **No balls, floats, or inflatables are permitted** in the swimming pool area other than those provided by the Club. Buoyancy aids are permitted. The throwing of any equipment is strictly prohibited.
- 10.7 The swimming pool areas may from time to time be reserved for adults only, swimmers only, or swimming lessons. The pool is closed during term time weekends; Saturday 8.45am-11.30am / Sunday 8.45am-11am) for exclusive swim lesson use. Prior notice will be displayed on Club notice boards and timetables.
- 10.8 **Family Swim and swimming lesson times** (where applicable) are posted within the Club and may vary on occasion.
- 10.9 **Child admission policy:**
- (a) Under 4 – one to one supervision with an adult;
 - (b) 4-7yrs – one adult can supervise two children;
 - (c) 8-11yrs – Parent or guardian can supervise from the pool gallery (must not go offsite);
 - (d) 12yrs – can swim without supervision;
 - (e) (Any non-swimmers under the age of 18yrs must have adult supervision in the pool)

- 10.10 Wearing of facemasks and training devices such as flippers and hand paddles can be used if it is safe to do so. If the lane sessions are busy, please be advised that the lifeguard team may ask you to remove these devices if they may lead to the injury of other swimmers.
- 10.11 **Fun floats.** All fun float sessions will be limited to 50-minute sessions. The capacity on average is 60 but this may be subject to change due to staffing. All sessions require a band as proof you have signed in at reception and you will be included on the register for that session.
- 10.12 **Medical Issues:** Members or users of the Facility who have medical issues such as:
- (a) Severe allergies (e.g., anaphylaxis)
 - (b) Recent surgeries or injuries
 - (c) Pregnancy
 - (d) Neurological conditions (e.g., multiple sclerosis, Parkinson's disease)
 - (e) Vision or hearing impairments
 - (f) Prone to epilepsy or seizures
 - (g) Mental health conditions (e.g., severe anxiety, panic disorders)
 - (h) Or recovering from any health-related issues you think we need to be aware of prior to your use of the facilities.

For all these conditions, members or users should:

- (a) Inform the Facility staff about their condition prior to using any equipment or participating in any activities.
- (b) Provide any necessary medical documentation or emergency contact information.
- (c) Consult with their healthcare provider to ensure it is safe for them to engage in physical activities offered by the Facility.
- (d) Avoid using equipment or engaging in activities that could pose a heightened risk of injury.
- (e) Use the buddy system or have a friend or family member present during their visit to the Facility.
- (f) Familiarise themselves with the location of first aid kits and emergency exits.
- (g) Notify the staff immediately if they feel unwell or experience any warning signs related to their condition.
- (h) Follow any specific guidelines or recommendations provided by the Facility staff for their safety.

11. **RACQUET SPORTS (Badminton, Tennis, Table Tennis, Basketball and Squash)**

- 11.1 Members have access to booking courts one week in advance either online or in person at the main reception.
- 11.2 Squash courts are booked for 45 minutes whilst all other sports are booked for 55 minutes.
- 11.3 **Booking Mandatory:** All courts need to be booked before you play to secure them.
- 11.4 Courts can be booked on our App and Website.
- 11.5 **Reservations of Courts by the Club:** We can reserve courts for tournaments, events, and promotional activities at any time. We will try to give advance notice of this but may not always be able to.
- 11.6 On arrival, swipe in at Reception and we will give you your court number.
- 11.7 **No Show:** If you do not swipe in or simply do not turn up, there will be a 'No Show' strike on your membership account.

- 11.8 **15 Minute Window:** You have 15 minutes from the start of your booked slot to claim your court, after which time the court could be made available to others.
- 11.9 If all courts are booked but you spot an empty one, you can claim it by speaking to Reception 15 minutes after the beginning of its unclaimed booking.
- 11.10 **Cancellation:** Courts can be cancelled up to 30 minutes prior to the booking. If you cancel less than 30 minutes beforehand, there will be a 'No Show' strike on your membership account.
- 11.11 **Three or more No Shows:** If you receive three No Show strikes your booking rights will be suspended for a period of time at our discretion.

12. CLIMBING WALL

- 12.1 **Assessment and Competency Test:** Use of the climbing wall is prohibited unless members have undergone a full competency test to use the roped climbing wall (including Auto belays devices) or have been signed off after completing a five-week Adult Beginners course.
- 12.2 Once an adult over 18 has completed one of the above tests, they can then sign in and supervise up to two guests/novices. Children must be over the age of 7yrs.
- 12.3 **Children,** or anyone under the age of 18 years old, cannot climb or be responsible for a guest climber on their own. They must be in the presence of a competent adult climber who will oversee the activity.
- 12.4 We offer instructor-led Pebbles 4-7yrs climbing sessions on Sunday mornings during term time only.
- 12.5 An adult who has watched the bouldering video can bring one child between 4-8yrs, but that adult cannot climb- they are purely there to manage the safety of the child.

Two adults who have watched the bouldering video, can bring one child between 4-8yrs, but only one adult can climb- the other supervises. The video can be found on the Live Timetable page of the website and on the Courses page. Once you have watched the video, and before you climb with children, please speak to the Reception team.

13. CAR PARKING, CYCLING & MOBILITY

- 13.1 **Members Only Car Park:** Our car parks may only be used by Members and swim school parents (or users of the Club with registered disabilities or who are pregnant). You may not leave your car in our car parks at any other time (for example, you may not leave it there following the Club visit while you go shopping, to work or elsewhere).
- 13.2 **Swimming Lessons:** The use of the car park by parents of children attending swimming lessons is permitted only for the duration of their child's lesson.
- 13.3 Drivers may be asked at any time if they are members or have the relevant pass to park on site.
- 13.4 **Unauthorised Parking:** No unauthorised parking is permitted on Club premises. Any non-member found using the facilities or car park without proper authorisation will be asked to leave the premises immediately.
- 13.5 **Parking Appropriately:** Where car parking spaces are designated for use by Members, cars must be parked properly in such spaces. The hatched yellow lines should be kept clear at all times
- 13.6 **Speed Limit:** We take car park safety extremely seriously. Drivers must not exceed 5 miles per hour when driving into, out of or around the car park. This also applies to the driveway into the Club, which is shared with Charter North Dulwich School. We reserve the right to immediately cancel the membership of anyone seen to be driving dangerously or without care in the car park. CCTV monitoring is in place.
- 13.7 **Accessible Bays:** You must be a Blue Badge holder to park in the accessible bays in our car parks.
- 13.8 **Cycling and Bikes:** We actively encourage users of the Club (be that members or general non-member users) to cycle wherever possible. There are several secure bike parking facilities. Cyclists must have their own locks and recognise that bikes/ scooters are the owner's responsibility.

13.9 **Hire Bikes:** Use of electric hire bikes such as Lime bikes are not allowed on site.

14. PHOTOGRAPHY AND VIDEO

14.1 **Photography is not permitted** in the building; this is for data protection, except when authorised by management.

14.2 **Restricted Areas:** At all times, you cannot take photographs or video recordings in the restricted areas listed below:

- (a) Poolside; or
- (b) Changing rooms; or
- (c) Gym; or
- (d) Toilets; or
- (e) any other areas considered a sensitive area; or
- (f) during any junior sessions or holiday courses.

14.3 **Photographs of Children:** You must not take photos or video of any children under 18 other than your own.

14.4 **Other People:** You must respect the rights of other adult members when taking photos or video in other areas of the Club by not intentionally taking photos or videos of others. You may be requested to delete them if anyone challenges whether or not they feature.

14.5 **Deletion of Photos:** If we believe that you may have taken a photo or video footage in a restricted area or have concerns with you taking photo or video footage elsewhere in the Club, we may ask you to show us the images taken and ask you to delete them if appropriate.

14.6 **Promotional Photos:** We reserve the right to use any individual or group photographs or film shots of you for press or promotional purposes. However, we will attempt to notify you if filming or photography is taking place in Club and where reasonably possible, we will ask you to sign a use of image rights form to consent to usage. If you do not wish to be photographed or filmed, you should not use the Club if promotional filming or photography is going on.

15. GENERAL NON-MEMBER ACTIVITIES

15.1 Non-members are strictly prohibited from accessing any facilities at JAGS Sports Club unless they are enrolled in a course, have hired the Astro turf, or are accompanied as a guest by the Club member.

15.2 Access to the facilities, including the swimming pool, gyms, sports hall, studios, climbing wall, racquet sport areas and spin room, is restricted solely to registered members of JAGS Sports Club.

15.3 JAGS Sports Club maintains a strict policy to ensure the safety and security of its members and their guests, as well as the efficient operation of its facilities.

DATA PROTECTION

We will deal with all information we hold about you in line with our privacy policy which you can get from our Website. If you want to know what information we hold about you, or you want us to correct any information we hold about you, the appropriate procedures are set out in our privacy policy.