



## WELCOME TO THE Y CLUB

We believe the Y Club is the friendliest gym in Manchester City Centre. We work hard to achieve that and run the Y Club as informally as we can. There do have to be some rules though so that everyone enjoys and benefits from the space and the services. This booklet sets out how the club operates. These rules will be updated from time to time.

Our aim is to always provide a quality service to members and guests. Staff are expected to treat members with care and respect; we also expect our members to treat our staff in the same way. If you have any suggestions, comments or complaints please address these to the Club General Manager in the first instance.

The Y Club is part of the Manchester YMCA, which aims to make people **happier, healthier and more connected**.

Most of the surplus we generate from running the Y Club goes back into the facility, equipment or staff so that we can continue to offer a high-quality service. Some of our surplus goes to support the wider work of the Manchester YMCA in creating opportunities for young people.

### About This Agreement

The "Agreement" means the membership agreement entered into between you and us, which incorporates the application form, disclaimer and the club rules.

### Club

The Club means the Manchester YMCA, of which you are an associate member. The club rules mean the operational rules procedures and guidelines applicable to the Club.

### Members

A direct debit member is a Club member who pays the subscription fee by a monthly direct debit.

A prepaid member is a Club member who pays the subscription fee annually in advance.

### Fees

The subscription fee means the annual Club membership fee payable either in full in advance or monthly in advance by direct debit.

## CLUB RULES

### 1. Normal Opening Hours

Monday to Friday	6.00am	-	10.00pm
Saturday	8.00am	-	7.00pm
Sunday	8.00am	-	6.00pm

Opening hours are subject to change around Bank Holidays and we may also have to close for very limited times in order to carry out maintenance or improvements to the building.

Last entry to the club is 1 hour prior to closing time. Physical activities cease ½ hour before closing time. On weekdays, off-peak members may enter the Club until 3.45pm but must vacate the changing rooms and programme areas by 4.30pm.

### 2. Membership Fees

Membership fees shall be fixed by the Y Club and may be altered at any time.

- Upon joining you must fully complete the process including a signed membership form and image of yourself downloaded onto your Fitsense App. If you wish to have a membership card instead of the App, we would need to take an image for your account at reception.
- Membership fees are payable annually: alternatively, monthly membership is available. Monthly membership can only be paid by direct debit.

- Membership fees are not refundable. Payments are due regardless of Club usage.
- Corporate, family and concession memberships are available dependent upon reaching the certain criteria. To see if you are eligible, please enquire with our reception team.

Prepaid members will be notified of a renewal date and, unless you renew, you will not be able to use the Club after this date. If your membership lapses you will not be obliged to rejoin. If you do rejoin, you can rejoin at any time.

Your membership will continue automatically after the commitment period end date unless notice is given as per the standard terms and conditions.

After the Commitment Period you can terminate your membership by giving the Club **at least 1 full calendar months' notice**. Your membership will terminate at the end of the following calendar month after notice was given.

### 3. Membership Card/App

Please remember to bring your membership App or Card with you, as you will need it to gain access to the Club.

Your card remains the property of the Y Club. The loss of a card should be reported immediately to the Y Club reception and an administration fee of £5.00 is payable for a replacement card.

Any misuse of membership cards or Fitsense App from any member who assists a non-member to gain illegal entry to the Club is liable to immediate cancellation of membership with no refund of fees paid.

### 4. Freezing Membership

Membership can be frozen for a minimum period of one month and a maximum of six months, providing that at least 28 days still remains on a membership. Please be aware that 14 days' notice is required before membership can be frozen.

Members should contact the Club via email to request a freeze. Our email is [membership@yclub.org.uk](mailto:membership@yclub.org.uk)

An administration fee of £5.00 per month that is applied to direct debit memberships.

The number of frozen months on the account will be added to the minimum contract term.

### 5. Changing Membership Category

Members wishing to change their membership category must inform the Y Club and allow 14 days before the change can take effect. There is no charge for this service.

### 6. Termination Of Membership

If you are a prepaid member and wish to cancel the Agreement early, we will not make a refund of the joining fee, subscription fee or any part of these.

After the Commitment Period you can terminate your membership by giving the Club **at least 1 full calendar months' notice**. Your membership will terminate at the end of the following calendar month after notice was given.

A direct debit membership may be cancelled before the contract is fulfilled for one of the following reasons:

- Relocation: This agreement can be cancelled in the event that your new permanent address is more than 15 miles away from the facility.
- Permanent illness or injury: This agreement can be cancelled in the event of permanent illness, injury or medical condition that will prevent the member from using the facility for a minimum of 3 months.
- Redundancy: This agreement can be cancelled in the event of redundancy or other loss of livelihood.
- Sufficient evidence must be provided if cancelling under any of the above terms.

In addition to our termination rights we may terminate the Agreement on **1 full calendar months' notice** for any reason by providing written notice. If you are a prepaid member a proportionate amount of the subscription fee will be repaid to you for the unexpired duration. If you are a direct debit member no further payment will be due from the date of termination and an appropriate refund of the monthly direct debit payment in respect of the month termination will be made if applicable.

Each full membership taken out comes with a 7-day 'cooling-off' period providing that the facilities have not been used. During these first seven days any full membership can be cancelled but will incur a penalty of one week's membership in the category subscribed to.

The Y Club reserves the right to suspend or terminate any membership for breach of the Club rules, at the absolute discretion of the Y Club General Manager. Any member has a right of appeal to the Board of Trustees, such appeal to be in writing within 7 days of suspension or termination.

## **7. Guests**

Members' guests are the responsibility of the member introducing them. Guests must sign in with the member at reception and pay the appropriate guest fee.

On the 1<sup>st</sup> day of the calendar year members receive 5 guest passes onto their account. These passes must be used before the end of the calendar year. No guest passes will be carried over.

Members must ensure that their guests abide by the rules of the Club and accept responsibility for their guests' behaviour.

All guests must read and sign an electronic disclaimer form before entering the Club and may be asked to present photographic identification. The Y Club reserves the right to refuse any person to be admitted as a guest to the Club.

## **8. Children**

Please be aware that in line with Child Protection and Health and Safety policy the Y Club requires parents or guardians to directly supervise children under the age of 16 at all times: the only exception being attendance of the junior activities. A parent or guardian MUST directly supervise children under the age of 8 years at all of the junior activities. Children over the age of 8 may be left accompanied, but parents/guardians MUST remain on the premises. Children aged between 14 and 16 years can attend junior activities without parental supervision but we require a signed parental consent record.

Children under the age of 16 using the pool must ALWAYS be accompanied in the water by their parent or guardian. They cannot be supervised from outside the water.

Children over the age of 8 should use gender appropriate changing facilities.

On weekdays, children under 16 may enter the Club until 5:30pm.

Children under the age of 16 are NOT permitted in the gym, free weights area, sauna, steam room or take part in adult classes at any time and must be supervised in the pool, sports hall and studio at all other times.

Parents/Guardians without Y Club membership are NOT permitted to use the fitness facilities and pool side without paying a guest fee.

Children under the age of 6 can use the facilities free of charge only when accompanied by a member.

## **9. Smoking, Alcohol And Drugs**

The Y Club is a smoke, alcohol and drug free environment. We reserve the right to stop anyone from entering the Y club who we believe is under the influence of drugs or alcohol.

## **10. Clothing**

Appropriate sportswear including footwear with non-marking soles must be always worn in all activity areas.

This includes the gym where footwear can't be taken off for sessions.

## **11. Booking System**

Entry to all studio classes is controlled via the Fitsense App. You can book up to ten days in advance of a class. Each studio class has a specific number of participants. If the class has reached capacity, you can book onto the waiting list. If a member cancels who is on the class, you will either move up the waiting list or move onto the class.

This also applies to some sports hall activities including badminton and pickleball. Other sports hall activities bookings are controlled via the Y club reception where there is an allocated booking in time for each session.

Non-attendance to three classes or activities leads to a ban of 14 days to our sports hall and studio timetable. To ensure this doesn't happen cancellations to classes and activities need to be made one hour before the start time.

## **12. Car Parking**

The car park is operated by the Castlefield Hotel and Club members may park their cars only whilst they use the Y Club or Hotel facilities, subject to a concessionary charge. The maximum stay is four hours, after which the daily rate is payable. Any vehicle parked in the car park and any contents are left at the owner's risk. Overnight parking is by arrangement only.

Repeat offenders who use the car park over the period will have their membership terminated.

## **13. Volunteers**

The Y Club relies on the support of volunteers to help run its programmes. If you would like to become involved, please contact the Y Club General Manager.

## **14. Equal Opportunities**

The Y Club is committed to the development of equal opportunities for its members.

## **15. Health And Safety**

Under the Health and Safety at Work Act 1974, members, guests and visitors have responsibility to co-operate with staff of the Y Club to achieve a healthy and safe environment and to take reasonable care of themselves and others. Please contact a member of staff if you are in doubt as to the usage of any equipment. If you do discover faulty equipment or any item that appears to be dangerous, this should be reported immediately to a member of staff. In the case of accident or injury, a member of staff must be advised immediately. Certified First Aid staff are on duty at all times.

In the interest of safety, no crockery or glasses are permitted in the Club.

No pets will be allowed in the Y Club with the exception of guide dogs.

Entry to the Y Club is only permitted via Y Club reception unless previously agreed with the Y Club General Manager.

Due to limited space, health and safety and hygiene, prams, push chairs and buggies are not permitted inside the changing rooms or on the pool side.

Health and Safety Rules for the Swimming Pool are provided with the pool area. At all times members and guests must adhere to them. These relate to swimming supervision ratios, supervision rules along with pool behaviours.

There are also notices outside the saunas and steam room relating to how effective and safe usage.

If these rules are not followed you will be asked to leave these areas.

Please note that for health and safety reasons we do not store members or guest's scooters, bikes, luggage, bags, or any other personal items behind reception. Stands are provided at the front of the club for bikes and scooters, and lockers for all other bags and belongings. Items left here are at owners' risk and the Y Club will accept no responsibility for any damages, accidents or losses.

We do not provide a phone charging service at the Y Club.

## **16. Fire Procedure**

If you discover a fire, raise the alarm by breaking the nearest alarm glass, and inform a member of staff. On hearing the alarm, leave the Club by the nearest available exit and report to the Castlefield Arena. Do not use the lift or stop to collect belongings. Do not re-enter the building until given permission to do so.

## **17. General**

Members and guests must observe the Club rules at all times.

Members and guests are required to act in an appropriate manner – which is not likely to cause distress, offence or physical harm to others. Any member who does not act appropriately or wilfully damages Club property may result in that member being suspended and membership cancelled without refund. Members may be liable for the cost of repair or replacement of damaged equipment.

The Club has a zero-tolerance policy towards any abuse, be it physical or verbal, sexual harassment to any employee, Club member, or instructor.

Under no circumstances is there to be any filming on poolside or within the changing rooms of the Y Club. Filming in all other area of the Y Club is at the discretion of the Y Club management team. Permission to film must be granted prior to filming.

Personal Training: The carrying out of personal training for financial gain is not allowed, except by individuals authorised by the Y Club.

This could all lead to termination of your Y Club membership.

The Club reserves the right to alter, change, add to, reduce or cease various activities for special events, seminars, tournaments or any other reason.

You must write to inform us of any changes in the personal details you have provided to us. If you fail to notify us of a change of address, any communication will be deemed to have been received by you 5 days after sending us.

This Agreement is governed by English Law. In the event of any disagreement in the interpretation of the Club rules, our decision is final.

If you have any initial questions regarding your membership they could be available of the FAQ's on our website – [www.yclub.org.uk](http://www.yclub.org.uk)

## **18. Liability/Theft**

Property stored in lockers provided by the Club is stored at the owner's own risk and the Club will accept no liability for loss or damage.

Lockers are not to be used overnight. Lockers are checked and emptied on a regular basis. In the event of your key being lost it is a £12 charge for a replacement.

## **19. CCTV**

Please be aware that the Club operates a CCTV system for the purposes of crime prevention and public safety.

## **20. Carbon Reduction**

The Y Club is committed to reducing our carbon footprint, our use of water and the amount of waste going to landfill. The Y Club users are expected to support this by for example:

- Keeping shower times down to four minutes.
- Disposing of waste in the appropriate bins.

## **21. Lost Property**

Any lost property received or found at the end of the evening is logged at reception. This is kept on site for 7 days. After 7 days it is removed and if deemed appropriate given to a local charity shop.

The Y Club accepts no responsibility for lost or damaged items.

## **22. Board Of Trustees**

The Y Club and the Manchester YMCA is governed by a Board of Trustees which includes Full Members of the Y Club. Any Club member can apply to become a Full Member; information is available from the Club Manager. If anyone is interested in joining the board you can initially speak to the Y club General Manager.

The Y Club, Castlefield Hotel, Liverpool Road, Manchester, M3 4JR

Tel: 0161 837 3535

[www.yclub.org.uk](http://www.yclub.org.uk)

info@yclub.org.uk