

Existing members please go to section 2

1. MEMBERSHIP APPLICATION

Member 1

Title First Name Surname Male/ Female

Email Mobile D.O.B

Member 2

Title First Name Surname Male/ Female

Email Mobile D.O.B

Address

Postcode

Telephone

2. MEMBERSHIP OPTIONS

FULL MEMBERSHIP

OFF-PEAK (MONDAY - FRIDAY)

Direct Debit

12 Months £280 12 Months £240

Payment in full

Monthly £260 Monthly £220

Annual £3120 Annual £2640

Joining Fee £300 Joining Fee £300

2. PAYMENT

Please select one of the following methods of payment:

Card Cash Chq B/T

Full Payment Paid by

Monthly Direct Debit (taken on the 1st of each month)

I agree to pay the following fees:

Amount taken on day of membership activation (includes deposit equal to the cost of one month):

Monthly direct Debit fee (please complete Direct Debit form as well):

Credit/ Debit card details:

Account Number

Sort Code:

Please see overleaf for Ts&Cs

Gaia Spa is dedicated to providing our members with an environment which promotes well-being and relaxation. In order to derive maximum benefit from this environment we feel it is important to outline our expectations of each other.

TERMS AND CONDITIONS

Treatments

The treatments you select are reserved especially for you. If you or your guests cancel any appointment with less than 24 hours' notice we will therefore have to charge a 100% cancellation fee.

Members Guest

We are delighted to offer members' guests 10% discount on treatments booked as long as the member is present at time of booking.

Guests

We would be delighted to welcome guests of our members to The Spa. Members will receive a certain amount of guest passes on their annual renewal date. Additional guest passes can be purchased from Spa Reception at a 50% reduction. Should a member be bringing guests in to dine in Spatisserie only, then no entrance charge will be made. We reserve the right to refuse any guest admission. Guest will be refused entry if they do not have a valid guest pass.

Changes in Regulations

Members and their guests shall observe any regulations for the use of the facilities which may be added to and varied from time to time. The Spa reserves the right to set aside facilities with notice for exhibitions, conferences or other social events and activities.

Prices at The Spa

The Spa reserves the right to amend prices and subscriptions. The Spa reserves the right to increase any direct debit payments as a result of government increases in tax such as VAT. Please join our email list to be made aware of any special members offers.

Behaviour of Members

We reserve the right to refuse admission and/or cancel membership forthwith if any member shall in our opinion cause a nuisance or annoyance to other members or users of the facilities. A member whose admission is refused and/or whose membership is cancelled shall not be entitled to any refund of the joining fee or annual subscription.

Force Majeur

Gaia Spa shall not be deemed in breach of these terms and conditions by any reason of any delay in performing, or any failure to perform, any of the obligations in respect of these Terms & Conditions, if the delay or failure was due to any cause beyond members or The Spa's control, including, but not limited to, acts of God, explosions, actual or suspected terrorist attacks, floods, fire or accident, war or threat of war, sabotage or civil disturbance, prohibitions, or measures of any kind on the part of any government, parliamentary or local authority, import or export regulations or embargoes or industrial actions or trade disputes.

Young People

The unique facilities within The Spa are suitable only for those over sixteen years of age. To maintain the tranquil environment and to promote the feeling of relaxation and well-being, The Spa is an exclusively adult environment.

Maintenance

Periodically we may need to close down certain facilities within The Spa for routine or emergency maintenance. In the case of routine maintenance we will advise you of these close downs on the notice board and in the members newsletter. In case of unforeseen circumstances we will endeavour to minimise disruption.

Freezing your membership

Please put in writing should you wish to freeze (suspend) your membership for between one calendar month and 12 calendar months for the following reasons:

- Pregnancy
- Serious injury
- Redundancy

If you would like to freeze your membership outside of the above reasons you can request this in writing to the Membership Manager. You will not be allowed to use the Spa whilst your membership is frozen.

Liability

Gaia Spa will not accept any liability for any accident or injury (including any fatality) to any member or guest that may occur on the premises or within the grounds of The Spa (or hotel) other than liability which may arise from the negligence of Gaia Spa or its staff. All such accidents must be reported immediately to a member of staff.

Personal Details

We will record any personal information you give us in line with the current data protection laws. Members agree to keep the Membership Department up-to-date with any changes in their personal details such as email addresses, home address and contact phone numbers.

Etiquette

Appropriate swim wear and fitness attire must be worn at all times. All weights and equipment must be put back after use. We supply sweat towels, robes, towels and flip flops for your every need. Any inappropriate behaviour you will be asked to leave by a member of the team. Please wipe down the equipment after use and put used towels in the laundry bins.

Physical Condition

In applying for membership, the member warrants and respects that so far as he/she is aware, he/she is in good physical condition and that he/she is capable of all forms of exercise and that such exercise would not be detrimental to his/her health. It is the member's sole responsibility to bring to the attention of Gaia any medical condition that may present a risk to any member in engaging in any particular activity. We ask that all members complete a pre-activity questionnaire on joining and are obliged to tell us of any changes in medical conditions during their membership at Gaia Spa.

Safety Regulations

The floor may be slippery when wet, please take extreme care. Enter the pool slowly using steps as indicated on the pool plan. Prolonged stays in the sauna or steam room are not advisable. Foot infections i.e. Verruca's should be suitable covered at all times. Water is available from water coolers — remember to keep yourself hydrated at all times. Before leaving the pool area it is advisable to take a cool shower to lower body temperature. Please abide by all the safety and advisory notices around the spa.

General Use

No glass must be taken into the pool or associated areas. All mobile phone must be switched off at all times. All jewelry should be removed. Gaia Spa operates a no smoking policy. No running, diving or jumping in the pool areas.

Hygiene

In the interest of hygiene, we insist that all bathers shower thoroughly in the changing rooms before entering the pool area. Long hair must be tied back. Please sit on a towel in the saunas.

Subscriptions, Joining Fees and Direct Debits

In applying for membership, the member understands that joining fees and annual subscriptions are non-refundable. Payment is made either by single payment for entire year or by direct debit. We limit the number of our members in order to ensure a quality members. In order for this to work for everyone we have to apply these terms.

Cancellation of an Annual Membership, paid in advance

A 12-month upfront Membership is non-cancellable within the first 12 months of membership. If a membership is not renewed by/on the specific renewal date, your membership will be deemed to have lapsed and you will not be allowed access to the Spa without payment. If you wish to re-join after your membership has lapsed (i.e. after your renewal date), you may have to pay a re-joining fee.

Cancellation of Direct Debit Payment Membership

You have entered a minimum 12-month contract agreement with Gaia Spa, we will accept cancellation requests at month 10, this will ensure membership will cease at the end of the initial minimum 12-month contract, otherwise membership will continue automatically on a rolling monthly basis, until such time we receive the cancellation request, where upon a minimum 60 day's notice and 2 corresponding payments will be due.

Joint Membership

Joint members must live at the same address. Where Joint Membership fees are paid by Direct Debit, they must be paid from one bank account only. If one part of the joint membership ceases to be a member, and the remaining person wishes to continue, they must revert to an individual rate.

Membership Cards

Members must carry their membership cards when visiting The Spa. Replacement cards are available from reception at a cost. Members are responsible for their cards. Shared access with a non-member will result in termination of membership with immediate effect.

Quality assurance

Your complete satisfaction is very important to us. We do everything possible to get things right but if there is something we need to improve, please tell us. Speak to a member of staff at the time so they can put things right as soon as possible. Refunds can only be considered if we have been given a reasonable opportunity to address the complaint.

You can also place feedback in the comments box at reception or email spamanager@gaiaboringdon.co.uk. Please include your contact details.

Signed

Date

Office use only

Staff Name

Sign

Fitness Induction Book

Yes

No

Date & Time

Membership No.

Membership Card

Yes

No

Picture

Yes

No

Notes