

I. General Governance, Scope, and Application

This section defines the authority, scope, and general conditions for facility use.

Acceptance of Rules: Use of facilities and membership is conditional upon observance of these rules and regulations. These rules and regulations form part of each member's agreement with the Council.

Facility Management and Authority: Facilities are managed by Be.Broxbourne on behalf of Broxbourne Council.

Right to Amend: The Council reserves the right to alter these rules and regulations and to change the fees and charges at any time.

Applicable Facilities: These rules and regulations apply to:

- Laura Trott Leisure Centre (LTLC), Windmill Lane, Cheshunt.
- John Warner Sports Centre (JWSC), Stanstead Road, Hoddesdon.
- Dispute Resolution: Any dispute regarding the interpretation of these rules shall be determined by the Council, whose decision shall be final and binding.

Faulty Equipment/Complaints:

- All customers must report details of any fault in equipment or amenity immediately to a member of staff.
- Any complaint should be addressed first to a member of staff. If dissatisfied, email the complaint to hello@bebroxbourne.co.uk.

II. Membership Categories

This section details the various types of membership, eligibility, and card requirements.

Category and Entitlement: A customer's category of membership and contract determines which facilities they are entitled to use.

Types of Membership and Eligibility:

- Adult Member: Aged 16 or 18 and over, dependent on contract.
- Youth Member: For children and young people up to 16 or 18 years, dependent on contract.
- Concession Membership: For any person who is in full-time education, has reached national retirement age, is disabled, is on a low income, or is a forces widow or widower.
- Corporate Membership: Available for groups of 10 or more people, with prices based on individual rates with discounts.
- Group Memberships: Up to two, three or four people (one primary member, 11+ years for linked members).
- Swim School Membership: Includes free swimming during public swim sessions and at prescribed lessons only.
- Evidence of Eligibility: The Council will require evidence of age, status, and other personal details as appropriate/requested.

Membership Cards:

Each member will be issued a membership card, must be shown or swiped at the self check-in kiosk upon entry.

Membership cards may not be lent to or used by another person. Misuse may result in termination without refund.

Membership is a contractual agreement between the Council and an individual and is not transferable.

The Council may charge a fee for the replacement of lost cards. Customers must retain tickets as proof of attendance (See also V. Bookings).

Facility Withdrawal: The Council may withdraw all or any part of facilities for tournaments, refurbishment, maintenance, or other bookings. Notice will be given where possible.

Operating Hours: Opening and closing times are determined by the Council, may be varied, and will be displayed on the website and/or notice board.

III. Charges, Payments, and Liability

This section covers financial obligations, payment methods, and limitations on the Council's liability.

Payment Requirement: Use of facilities is subject to payment of the published fees and charges (dependant upon membership category). A list is available on the centre website.

Payment Refusal: The Council reserves the right to refuse payment of any sum due by cash/cheque/credit or debit card.

Disabled Access/Carers: A carer is permitted to attend free of charge when assisting a disabled person where access/use would not be possible without them, but the carer must not use the equipment themselves.

Limitation of Liability (Property):

- The Council will not accept liability for the safety of customers' personal property brought onto the premises.
- The Council's liability for property damage or loss is strictly limited to what is suffered as a result of the negligence of the Council, its staff, or its agents.
- Property stored in lockers is at the customers' own risk. Lockers are for daily use; items left overnight will be removed and kept for four weeks (Undergarments/unhygienic items will be disposed of that day).

Limitation of Liability (Injury):

- The Council cannot accept liability for any accident or injury other than liability arising from the negligence of the Council, its staff, or its agents.
- Any injury must be reported immediately to a Council member of staff.
- Damage to Property: Every customer must pay for any damage caused to the Council's fixtures, fittings, equipment, or furniture by themselves or any person under their care or control. The Centre Manager's assessment of damage is final and binding.

IV. Bookings, Cancellation, and Activity Rules

This section details how to make, change, or cancel bookings, as well as specific rules for certain activities.

Booking Procedures

Bookings can be made online or via the app, over the phone, or in person. The Council reserves the right to pre-book courts and areas for tournaments, exhibitions, and other activities.

Racket Sport Limits: Basketball bookings are limited to one hour, and badminton/pickleball and table tennis are limited to two hours.

Activity Area Vacating: All customers must vacate the activity area promptly at the end of their session.

Cancellations and No-Shows

- Cancellations > 1 hour prior: No charge incurred, and any advance payment will be credited for future use.
- Cancellations < 1 hour prior or Failure to Attend: The full activity fee is payable and may be subject to a penalty charge. No further activities may be booked until the penalty is paid.

Gym and Physical Activity

Physical Condition: Each customer is responsible for monitoring their physical condition and should not undertake any activity they are unfit for. Stop immediately and inform staff if unusual symptoms occur.

Gym Induction: All Gym customers must complete a gym induction before using any equipment (exceptions for third-party day passes, e.g., Huggle, where liability is passed to the third party).

Health Statement: Gym customers must read and sign the centre's health statement.

Age Restrictions (Gym): Customers must be 16 years or over to use all gym equipment. Those aged 14 and 15 can use specific equipment during youth session times (details on website/contract).

Exercise Classes: Entry is not permitted after the warm-up period.

V. Conduct, Safety, and Dress Code

This section outlines expected behaviour, prohibited items, and clothing requirements.

Behaviour Policy: The Council has a zero-tolerance policy for aggressive, abusive, or intimidating behaviour.

Right to Refuse Entry: The Council reserves the right to prevent any customer from using facilities whose behaviour or appearance is deemed unsafe, unsuitable to the effective operation, or negatively impacts other users.

General Consideration: All customers must show consideration for one another and the Council's staff.

Notices and Signs: All customers must obey notices and signs on display. It is the customer's responsibility to ensure they, their children, and any juniors they are responsible for, abide by these.

Prohibited Items/Activities:

- Smoking and the use of any form of e-cigarette is not permitted anywhere in the facility.
- Hazardous, illegal and dangerous items are prohibited inside the facility, including e-bikes and e-scooters.
- Pets (except guide dogs) are not permitted in facilities. Guide dogs are not permitted in swimming pool areas.
- Crockery, glass, food, and drink are not permitted in any facility area, other than the vending machine, bar, and café areas.

Dress Code:

- No open or loose shoes (including crocs, sandals, slippers, uggs).
- No denim, abrasive, restrictive clothing, or workwear may be worn during exercise.
- Clothing must be appropriate to the type of exercise being undertaken.

Photography/Recording:

The use of any photographic and recording equipment (including Mobile Phones) is forbidden under all circumstances in all areas including, but not restricted to, gyms, swimming pools, courts, steam/sauna, studios, and changing rooms/toilets.

Photographic images can only be taken by customers after written permission from the venue manager has been obtained.

Fire Exits: Fire exits are for use in the event of a fire only. Customers must make their way in an orderly fashion to the nearest available exit in response to an alarm or staff instruction.

Casual Viewing: Only permitted from a designated viewing area.

VI. Facility-Specific Rules

This section details rules specific to the Swimming pool, Steam Room and Sauna.

Swimming Pool

Reservations: The Council reserves the right to reserve the pool at certain times for lessons, galas, parties, and other bookings.

Hygiene/Safety:

Customers are required to shower before entering the swimming pool. Customers must abide by the poolside notices on health and safety and etiquette.

Customers must pay attention and show respect to the Life Guards.

Prohibited Items: Cameras, radios, phones, flippers, floats, snorkels, and any other equipment deemed detrimental to the use of the pool are not permitted.

Pool Admissions Policy (Supervision):

Up to seven years: One adult to two children (must be 16+ or biological parent, must be in the water, maintain constant watch, and be in close contact). This restricts bathers to the learner pool only.

Eight years and over (non/weak swimmers): Supervision is required (must be 16+, in the water, maintaining constant watch and close contact).

Eight years and over (competent swimmers): No supervision needed. Use of the pool is at own risk.

Steam Room and Sauna

Age Restriction: Use is restricted to adults 18 years and over.

Health: Use is subject to the user accepting responsibility for their own health. Users must read and abide by the Health warning published on the website and in the area.

Users may only access the sauna with a wristband.

Time may be restricted at busy times.

Appropriate clothing must be worn, and clean towels are to be used when seated or lying down.

No glass or breakable items are to be taken into the area.

No oils or products are to be used in the area.

VII. Children and Young People

This section consolidates rules related to children and adult supervision/responsibility.

General Supervision: Children under the age of eight must be supervised by a responsible adult at all times unless attending an organised club/session which expressly gives guardians permission to leave them.

Responsibility: All customers are responsible for the behaviour and actions of the children in their care at all times.

Changing Facilities: Children who have reached the age of eight must use the changing facilities and toilets designated for their own gender.

Swimming Lessons: A responsible adult must be on poolside at all times during swimming lessons.

VIII. Termination, Suspension, and Penalty

This section details the conditions under which membership or facility access can be revoked.

Cancellation of Rights: The Council reserves the right to cancel or suspend the membership of any member or stop any customer from using facilities where:

There has been or is likely to be a breach of these rules or the membership agreement.

Any amounts owed to the Council by the customer have not been paid.

Conduct is deemed to be improper or likely to endanger the welfare, safety, harmony or good reputation of the Council.

Refunds: In the event of suspension or cancellation, no refund of joining fees, membership subscription, or session/hire fees will be made.

Suspension of Membership (Member Request):

Suspension requests must be made in writing or by email and cannot be applied retroactively. Be.Broxbourne aims to respond within 10 working days.

The minimum suspension period is three months and the maximum is six months.

A monthly fee of £10 will be applied per month of suspension.

For group memberships, all linked members will be suspended.

Any period of suspension will be added to the minimum length of your membership.

Suspended Members may not use the facility during the period of suspension unless paying for an activity as a non-member.

IX. Car Parking

This section details the rules for parking at the facilities.

General Parking: All customers must park appropriately and within the markings of a bay.

Disabled Bays: Vehicles parked in designated disabled bays without displaying a disabled person's badge or outside markings may be clamped and a removal fee charged.

Liability: The Council is not responsible for any loss or damage to vehicles occurring in the car parks.

Laura Trott Leisure Centre (LTLC) Specifics:

Free parking is available only to customers of the LTLC whilst they are using the centre for a Council-run activity.

Customers must register their vehicle at Reception immediately on arrival. Failure to do so may result in a Penalty Charge Notice.

Adult members are issued a car parking permit (conditions on the back) which must be clearly displayed and is only valid for a Council-run activity.

Customers without a valid parking permit must display a valid 'Pay & Display' ticket or pay via the approved parking app.

The permit does not guarantee a parking space.

Parking queries should be referred to Parking Control, Borough Offices, Bishops' College, Churchgate, Cheshunt EN8 9XG alternatively customers can call 01992 785555.

X. Miscellaneous

Lost Property: Items found must be immediately handed in to reception or staff.

Normal items (e.g. clothing, towels, bags) Held for 7 days.

Water bottles: Held for 2 days.

Valuable items: Held for 6 months.

Undergarments/unhygienic items will be disposed of the day they are found.

Alterations/Decorations: No customer shall make any alterations/additions to the facilities or put up any decorations, posters or notices without the express permission of the Centre Manager.