



MEMBER'S HANDBOOK

TERMS & CONDITIONS

Introduction

To assist our members in getting the best experience from our Club; please read the terms and conditions that apply to your membership category and to all of our facilities.

If you have any questions regarding your membership or our facilities; please contact the Club Manager who will assist with your inquiry.

This handbook is divided into two sections:

- **Part A: Membership Terms & Conditions**
- **Part B: Facility Rules & Regulations**

PART A – MEMBERSHIP TERMS & CONDITIONS

Definitions for Part A

You – The named individual on the application form as the Lead Member

Linked Member – Anyone who is linked to your membership

We & Us / The Club – The King’s Club, KCS Enterprises Ltd

1. MEMBERSHIP

- Members are entitled to use the facilities that are available under your membership category only. If a member wishes to use a facility that is not listed under their membership category then they must pay the appropriate guest fee for that section of the club and follow the appropriate terms & conditions for that activity.
- The management reserves the right to change the timetable / hours of operation of any activity at any time and will notify members via newsletters, emails, noticeboards etc.
- All membership categories / fees are non-transferable and non-refundable.
- It is the members’ responsibility to inform the club of any changes to personal details at any time (e.g. address, email, contact no, medical condition)

2. CANCELLATION OF MEMBERSHIP

2.1 The Club has the right to withdraw / cancel your membership for the following reasons: If we cancel your membership due to any of the conditions list below a – d, the Club will not issue a refund.

- You, a linked member or guest is rude or abusive to staff or other members.
- You allow another individual to use your membership card to use the club.
- You continually break the terms & conditions of the club.
- For any act of unreasonable behaviour.

2.2 You're right to cancel your membership early: At any time you are entitled to end your membership early for the following reason only:

- a) We give you notice that we intend to permanently withdraw the facility which is directly related to your membership category.

In this case the Club will issue a refund from first day that the facility is not available.

3. Platinum Memberships (Individual & Family)

Platinum memberships will commence on the day we receive your completed membership application form. Unless we or you cancel your membership early (under conditions 2.1 & 2.2), it will run for an initial period which is a minimum of 12 full calendar months and will continue indefinitely unless you provide us with a minimum of one full calendar months' notice in writing.

4. Individual & Family Single Facility Memberships

These category of memberships will commence on the day we receive your completed membership application form. Unless we or your cancel your membership early (under conditions 2.1 & 2.2), it will run for a minimum of 12 full calendar months. At the end of this period you will receive a letter from the club asking if you wish to renew your membership. If you decide to renew then this will contractually run for another 12 months (unless you or we cancel your membership under conditions 2.1. & 2.2).

5. Changes to the Club's facilities, services and activities

- a) The Club has the right to temporarily close facilities for maintenance reasons
- b) Hours of operation may change from time to time if required by the school
- c) The club has the right to add or remove timetabled activities at any time and will inform members via email, newsletters and the Club's website

6. New King's Club Development

Construction of the new King's Club is scheduled to commence in January 2018 with the new facilities due to open in September 2019. During this construction period we endeavour to keep all facilities open as normal. However the Club has the right to make the following changes:

- a) Access points to the club may change at various stages of the construction.
- b) Time-tabled activities may be postponed from time to time.
- c) Operating hours may change from time to time.

7. Complaints

In order to deliver the highest standard of facilities and service we ask our members and the guests to inform a member of staff of their complaint. This will be fully investigated by the Club management and you will receive an updated response if requested.

8. Additional

- a) Smoking – all areas of the King's Club site are NON-SMOKING
- b) Parking – there is no parking on the premises
- c) Photography / video – is prohibited
- d) Pets are not allowed on the premises

9. Liability

The directors of KCS Enterprises Ltd and the Governors and the corporation of King's College School, Wimbledon, do not in any circumstances hold themselves liable for any injury, illness, or accident or loss of or damage to property caused by the use of the facility.

10. Data Protection

We keep to the Data Protection Act 1998

PART B: FACILITY RULES & REGULATIONS

THE SWIMMING POOL

The King's Club pool is strictly for the use of its Club Members only. Non-members / guests are not permitted to use the pool under any circumstances.

i. Operating Times

KCS Holiday Times	Family Times (adults & children) Lifeguard On Duty	Adult Only Times Lifeguard Off Duty
Monday – Friday	14:15 – 19:30**	19:30 – 20:45
Saturday & Sunday	09:00 – 18:00	18:00 – 19:00

KCS Term Time	Family Times (adults & children) Lifeguard On Duty	Adult Only Times Lifeguard Off Duty
Monday – Friday	17:30 – 19:30	19:30 – 20:45
Saturday & Sunday	09:00 – 18:00	18:00 – 19:00

** The Pool opens at 15:15 for five weeks in the summer period..

ii. Lifeguards

Lifeguards are only on duty during family times (see operating times above)

iii. Swimming Lessons

Children's swimming lessons take place during term time throughout the week. Please refer to the Club's website or noticeboards for lesson / pool timetable.

1. Swimming Rules

- a) Children under the age of 16 shall must be accompanied / supervised by an adult at all times. This adult must be a competent swimmer.
- b) A minimum of 3 people must always be present at all times. Members are responsible for their own wellbeing.

- c) Balls, lilos and large inflatables are not permitted.
 - d) Children's teaching aids such as floats, masks and flippers maybe used in the family area of the pool only and only if the pool is not busy. Any items too large may not be permitted by the lifeguard.
 - e) Children aged 3 and under are required to wear swimming nappies.
 - f) Members are not permitted to shave, exfoliate, use oils or conditioners in the poolside showers.
 - g) No outdoor shoes are allowed on poolside in order to maintain hygiene. Pool over-shoes or flip flops are recommended.
 - h) The management reserves the right to change the timetable of activities as notified by email, newsletters, website or noticeboards.
 - i) Members are kindly asked to shower prior to using the pool.
 - j) Please follow the Emergency Action Plan and Pool Evacuation Procedure (if necessary) displayed on the poolside office. A phone is also available on poolside. For emergency services please dial 404 for the club reception
 - k) King's College School events very occasionally result in Club swimming being cancelled. Every effort is made to inform Swimming Members with as much notice as possible. It is understood that the needs of the school supersede the Club operating hours.
2. The Pool is closed over Christmas and New Year for essential maintenance.
 3. The directors of KCS Enterprises Ltd and the Governors and the corporation of King's College School, Wimbledon, do not in any circumstances, hold themselves liable for any injury, illness, or accident or loss of or damage to property caused by the use of the facility. Membership may be withdrawn at any time without any repayment of the subscription.

The Tennis Courts (open to members & guests)

The Club normally operates 6 all-weather artificial grass tennis courts. During the construction of the new facilities (January 2018 – September 2019), the Club will operate 4 Courts, 2 being floodlit).

Operating Hours

Days	Term Time	Holiday Time	Floodlights
Monday – Friday	18:00 – 21:00	09:00 – 21:00	Until 21:00
Saturday	09:00 – 19:00	09:00 – 19:00	Until 19:00
Sunday	09:00 – 19:00	09:00 – 19:00	No Floodlights

Guests

Members are permitted to invite guest to play tennis. All members are required to sign their guests in at the Club’s main reception and pay the appropriate guest fee.

Members are responsible for the behaviour of their guests. If a guest acts inappropriately they will be asked to leave without a refund.

Tennis Accessories

The Club sells a small selection of grips and tennis balls. There are also rackets available to hire – subject to availability.

Racket Restringing

The Club offers a re-stringing service. A price-list is available from the reception.

Coaching

Individual and group junior / adult coaching sessions are organised by the Club’s resident tennis coaching professional. In the holidays, the coach organises his very popular holiday camps.

Leagues, Socials, Tournaments

Weekly socials are organised by our resident coach, who also arranges annual tournaments and one-day events.

The Squash Courts (open to members & guests)

The Club has 3 squash courts which are bookable in 40 minute slots.

Operating Hours

Days	All Year Round
Monday – Friday	18:00 – 22:00
Saturday	09:00 – 19:00
Sunday	09:00 – 19:00

Court Bookings

Members can book courts online or via the club reception 8 days in advance. There are no courts fees for our Squash and Platinum members.

Guests

Members are permitted to invite guest to play tennis. All members are required to sign their guests in at the Club’s main reception and pay the appropriate guest fee.

Members are responsible for the behaviour of their guests. If a guest acts inappropriately they will be asked to leave without a refund.

Leagues, Socials, Tournaments

Weekly socials are organised by our resident coach, who also arranges annual tournaments and one-day events.

Racket Restringing

The Club offers a re-stringing service. A price-list is available from the reception.

Fitness Centre (Gyms & Studios) (open to members & guests)

GYM

- a) Members or guests are not allowed into the Club before 18.00 on weekdays due to Child Protection, as we are a dual use facility.
- b) Anyone under the age of 18 years is not permitted to use our Fitness Suite or & Conditioning room.
- c) Before using the gym or any fitness equipment you are required to complete and sign our health questionnaire. If you have concerns about your physical condition, you must not do strenuous physical activities without first seeking medical advice.
- d) You should not take part in any physical activity that you may not be fit for. You are responsible for monitoring your own condition during physical activity.
- e) If you are unsure of how to use any piece of equipment, you must seek advice from a qualified member of the King's Club staff before using such equipment.
- f) Appropriate clean sports clothing and shoes must be worn whilst exercising.
- g) As a courtesy to other members, you are requested to wipe down equipment after use.
- h) Please ensure that you put your weights and other equipment back in their original places after use.
- i) Members or guests are solely responsible for their own belongings whilst visiting The King's Club. The King's Club accepts no loss or damage to personal property.

STUDIOS

- a) You are advised to pre-book classes to ensure your participation in them.
- b) Classes can be booked through reception up to 7 days in advance.
- c) If you are unable to attend a pre-booked class please call reception to cancel, to allow other members on the waiting list to take your place (Spinning).
- d) Class timetables and instructors are subject to change from time to time without notice.
- e) You are requested to arrive in good time for classes. Entrance to classes may be barred if the instructor feels that your safety or disruption to the class may be compromised.

Badminton (open to members & guests)

- a) Badminton Club Night is open to members and guests of all abilities on Mondays from 8-10pm.
- a) Hire of a badminton court is free for Platinum members. Rackets and shuttlecocks are not included, however they may be hired (or purchased) at reception.
- b) Badminton can be booked in 1 hour time slots. Bookings must be made through Club reception to check Sports Hall availability.

Facility Hire (Children's Parties, external clubs, cricket matches).

The Sports Hall is available to hire for Badminton, Basketball, Cricket, Football and Children's birthday parties. Please call Club reception for availability.