



THE WEST BAY
COUNTRY CLUB & SPA

ISLE OF WIGHT

Etiquette, Rules & Regulations

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West Bay Country Club Etiquette

In common with any private members' club, the West Bay Country Club does ask that the club rules are followed to ensure the best possible experience for everyone. To help maintain a pleasurable environment we have outlined some general etiquette guidelines for members to follow:

- Always check in with reception at the club.
- Wipe down all fitness machines after use and replace any plates or free weights.
- To maintain cleanliness, please wear the blue overshoes provided while walking on poolside.
- Supervise young and boisterous children in all areas of the club, especially around the pool, brasserie and in the changing rooms.
- Put the towels/robes in the baskets provided once you've finished with them.
- Please be considerate of others and do not leave clothes out in changing room, use lockers provided.
- Please refrain from using inappropriate and offensive language at all times.
- Please ensure you are aware of and follow the dress code for all areas of the club. Tops must be worn at all times unless you are using the swimming pool, sauna, steam or spa.
- We would be grateful if parents with young children would change in the cubicles provided.
- Please ensure your guests are aware and adhere to club rules while using the Country Club.

Thank you for taking the time to read these guidelines and we hope you have a pleasurable experience while using the West Bay Country Club.

West Bay Country Club Rules & Regulations

1.0 Club Opening Hours

The Club is open between 07:00 and 22:00 each day, except such other times as the Management shall decide and provide advance notice on the club's notice board. The Club's facilities shall be available to the Member without discrimination.

2.0 Country Club Reception

- 2.1 This will be your first port of call when visiting the Country Club. Upon every visit you will need to produce a valid membership card/membership number or pay the specified tariff. The management do reserve the right to refuse entry to any part of the facility at their own discretion.
- 2.2 Towels are available to all members at the Country Club Reception. Towels are to be left in the laundry bin outside the changing rooms or brought back to the Reception after use.
- 2.3 The booking of facilities, classes, treatments, fitness assessments and coaching sessions can be done at the country club and spa reception, either in person or by calling 01983 766222 (Country Club Reception) or 01983 766202 (Spa Reception).

3.0 Guests of Members

- 3.1 Guests may be signed in by a club member who is 18 years or over, and that member must remain with their guest(s) for the duration of the visit. Guests are required to pay the daily 'guest' membership tariff before using any facilities.
- 3.2 Guests wishing to use the Fitness Suite must fill at a PAR-Q disclaimer before they can use the facility.
- 3.3 As a guest of the club member, daily guests will receive the full privileges of a club member, including complimentary towel.
- 3.4 Members are responsible for the actions of their guest and any behaviour that is deemed inappropriate, or in violation of the club rules, by the guest may result in the suspension or cancellation of the members account.
- 3.5 Child and Junior members do not have the right to sign in guests nor can they be left responsible for other children using the club as a guest.

4.0 Foul language and inappropriate behaviour

The West Bay Club operates a zero tolerance to foul language and inappropriate behaviour. Anybody found to be in violation of this rule will be asked to leave the facility and could face a life time club ban.

5.0 Swimming Pool, Splash Pool, Poolside Sauna & Steam Room

- 5.1 The Indoor Swimming Pool and Outdoor Splash Pool are unsupervised facilities.
- 5.2 Children 8 years or younger must be actively supervised 'in-water supervision' by an adult (18+) at all times. Children 9 - 13 years must be accompanied by an adult (18+) at all times, this can be on poolside.
- 5.3 Please make leisure staff aware of any special requirements before entering poolside. The pool hoist must only be operated by trained staff.
- 5.4 In the interests in safety, the pool operates a strict No Diving policy. Additional pool rules can be found on poolside and anybody found disobeying the rules will be asked to leave the pool area. Continual disregard for pool rules may result in removal of membership.
- 5.5 To prevent water contamination, no outdoor shoes must be worn on indoor poolside, please use the blue overshoes provided on exit from changing rooms.
- 5.6 The Sauna and Steam Room is a mixed sex facility and are strictly for people 16 years or over. Swim clothing must be worn at all times.
- 5.7 Please leave lockers empty, any personal belongings found in lockers overnight will be removed and placed in lost property.
- 5.8 Please be considerate to others and do not leave clothes out in the changing area, use lockers provided
- 5.9 Appropriate swim wear must be worn at all times while using these facilities

6.0 Fitness Suite

- 6.1 The fitness suite is an unsupervised facility but is monitored by CCTV. Instructors and personal trainers complete periodic checks and are available for advice.
- 6.2 The minimum age for the fitness suite is 16 years of age. Young people aged 14-15 years may use the 'Cardiovascular' equipment under adult supervision but may not use any weights or resistance equipment.
- 6.3 It is compulsory that every member wishing to use the fitness suite must fill out a medical questionnaire and complete a short induction which can be booked at reception. Guests staying on-site and guests of members must complete a PAR-Q disclaimer before using the fitness suite.
- 6.4 No bags, jackets or personal belongings must be left in the fitness suite, please use the lockers provided in the changing rooms.
- 6.5 In order to maintain a pleasurable and non-intimidating environment, all members and guests must adhere to the following dress code for fitness suite:

Men:

- A loose fitting short or long sleeve top or polo shirts (no vests).
- Sweatshirts, hoodies and sports tops.
- Athletic shorts or tracksuit trousers (no jeans).
- Sports trainers (no sandals or casual shoes).

Women:

- Athletic tops, T-shirts (short or long sleeve)
- Athletic shorts, skorts, leggings and skirts (no jeans)
- Sweatshirts, hoodies and sports tops.
- Sports trainers (no sandals or casual shoes)

Tops must be worn at all time. Anyone found training without a top will be asked to leave and may result in suspension or termination of membership.

- 6.5 1 to 1 fitness assessment, 'Body4Life' programme and personal training can be booked at reception.

6.6 While using the fitness suite please adhere to the following rules of use:

- Do not drop or throw free weights
- Replace all free weights and plates after use
- Wipe down all equipment after use
- During busy periods cardiovascular machine are to be used for no longer than 30 minutes.
- If training in pairs or small groups please do not monopolise equipment.
- Don't leave empty cups and paper towels lying around, please use bins provided.
- Food is not allowed to be taken or consumed within the fitness suite.

Anyone found to be breach of rules will be asked to leave and may have membership suspended or terminated.

7.0 Exercise Classes

- 7.1 Anyone wanting to attend any class must book in advance. Club Members and on-site guests can book exercise classes 7 days in advance. All Non-members may book exercise classes 3 days in advance and must pay advertised tariff at the reception on entry.
- 7.2 If you are aware of any medical condition which may be made worse through exercise it must be brought to the attention of the instructor before commencing the class.
- 7.3 Receipt of payment/booking must be given to the instructor prior to the start of the class.
- 7.4 Please arrive promptly to the class. Entry to the class will not be permitted once the warm up has finished.
- 7.5 Correct clothing and non-marking footwear must be worn in the exercise studio, please see rule 6.5 for fitness suite dress code.
- 7.6 Classes may be cancelled if there are any less than three participants.
- 7.7 The minimum age for entry into an exercise class is 16 years unless specified.
- 7.8 All class prices and timetables are subject to change and are available on request at the Country Club Reception.

8.0 Tennis Club

- 8.1 The Tennis Courts can only be booked on the hour and for 1 hour. Back to back court bookings and simultaneous court bookings cannot be made under the one membership number or cottage. Members and on-site guests can book tennis courts 7 days in advance.
- 8.2 While using the tennis courts the following court rules must be adhered to at all times:
- Correct footwear must be worn on court.
 - The correct tennis equipment is only permitted on the tennis courts.
 - Net must not be over tensioned and must be wound down at conclusion of play.
 - Chewing gum is not permitted while on court.
 - Four (4) players per court is the maximum allowable.
 - Spectators must be outside the fencing.
 - Never lean on or try to jump net.
 - All litter must be taken with you or placed in the bins provided.
 - Unsportsmanlike behaviour and foul language will not be tolerated.
 - Any infringement in these rules will result in the player concerned being asked to leave.
- 8.3 Priority will be given to coaching courses, social sessions and competitions, which are available for all ages and abilities, detail of which can be found on the website or at reception. For bookings please call or visit reception. All coaching staff will be fully Lawn Tennis Association qualified coaches.
- 8.4 Anyone wanting to attend a coaching session will be required to pay prior to the session at the country club reception. Receipt of payment/booking must be given to the coach prior to the start of the session
- 8.5 Racquets and balls are available on request at the Country Club reception. Both racquet and ball hire are free to members and guests. However, any damage which has occurred due to misuse will result in a £10 charge.
- 8.6 If courts are needed, the Country Club reserves the right to cancel Court bookings without notice, although our best will be done to inform members of the situation.

9.0 Squash & Badminton Courts

- 9.1 The courts can only be booked on the hour and for 1 hour. Back to back court bookings and simultaneous court bookings cannot be made under the one membership number or cottage. Members and on-site guests can book tennis courts 7 days in advance.
- 9.2 During periods throughout the week the sports hall will be used for programmed activities. As a result, badminton courts will not be available at these times. Additionally, the sports hall is automatically booked out during tennis coaching just in case the weather prevents outside play. Although booking cannot be made for these periods, should the weather be fine courts are allocated on a first come first served basis.
- 9.3 Non-marking shoes must be worn at all times while on court.
- 9.4 Misuse of equipment or facility will not be tolerated and may result in suspension or termination of membership.
- 9.5 Racquets, balls and shuttlecocks are available on request at the Country Club reception. Equipment hire is free to members and guests. However, any damage which has occurred due to misuse will result in a £10 charge.
- 9.6 If courts are needed, The Country Club reserves the right to cancel Court bookings without notice, although our best will be done to inform members of the situation.

10.0 The West Bay Clubhouse

- 10.1 All purchases must be paid for in the Clubhouse before leaving.
- 10.2 Only food purchased on-site can be consumed in the Clubhouse.
- 10.3 General dress code:
 - Clothing must be worn all times, swimwear or vests alone is not permitted, and robes are available on request at reception.
- 10.4 During evening service the dress code for the Clubhouse is 'smart-casual' for both men and women
- 10.5 The permitted hours for the supply of alcoholic beverages and provision of regulated entertainment shall be as permitted by the Club's Club Premises Certificate.
- 10.6 To help maintain an enjoyable environment for everyone, parents are required to supervise young and boisterous children while in the Clubhouse. Young children acting uncontrollably or in a manner that affects others experience will be asked to leave.

11.0 The West Bay Spa

- 11.1 All treatments must be booked at the Spa reception.
- 11.2 All treatments must be paid for, at the reception, on entry to the spa.
- 11.3 All clients will be required to complete a consultation form before commencing treatment.
- 11.4 The minimum age for use of the Spa is 16yrs. However, spa packages can be arranged for groups of your children on request at the Spa.
- 11.5 The spa changing rooms are strictly for spa guests only and are not to be used unless indicated by country club staff.

12.0 Non-Members

Although the West Bay offers many activities that are available to non-members on a tariff basis, non-members are not permitted to casually use the facilities, other than the activity they have paid for. Non-members found to be in breach of this rule will be asked to leave the club. Like members, non-members are required to adhere to the club rules whilst using the facility.

13.0 CCTV

In the interests of security and the health and safety of members and staff, the Club may operate CCTV cameras at various points inside and outside its premises. Access to recorded images will be restricted to authorised members of staff only.

14.0 Accidents & Injuries

You must report any accident or injury you may have at the Club as soon as possible and in any event within 48 hours. This information is needed in order to comply with health and safety obligations.

15.0 Valuables & Liability

The Club provides lockers for the storage of personal items and uses all reasonable efforts to provide a secure environment at the Club. Nevertheless the Club cannot eliminate entirely the risk of theft, damage or loss of members' personal possessions and we advise you not to bring valuable items such as jewelry or large amounts of cash to the Club. The Club will not be responsible or liable to you for any loss or damage to any of your possessions. Personal belongings must not be left in lockers overnight, any personal belongings found in lockers overnight will be removed.

16.0 Car Parking

All members and guests are required to park their vehicle in the designated parking areas around the site. Members are not to park in the lay by outside the reception area, opposite the green. This area is designated for emergency access and deliveries. Members or guest found parking in this area will be asked to move their vehicle and repeat offenders may have membership suspended or terminated.

17.0 Photography

In compliance with child protection legislation, we do not allow any photographs to be taken of children in the swimming pool and changing room area during busy periods. However, during quieter periods members and guests are free to ask for permission at the Country Club Reception.

18.0 Smoking

In compliance with the law, the West Bay Country Club is strictly a non-smoking facility. Smokers are encouraged to smoke outside.

19.0 Under the Influence of Drugs or Alcohol

Anyone deemed under the influence of either drugs or alcohol will be refused entry to the club.

Membership Terms and Conditions

Membership Types

Annual Membership – Are taken out for a period of 12 months

Flexible Membership – No contract, minimum duration of membership is 1 calendar month

4 Month Membership – Paid in advance for a period of 4 months

Annual Membership

The Annual Membership is for the period of 12 months. In consideration thereof, and notwithstanding any terms and conditions of this agreement, a member shall be liable for the full amount stated on the application form, for the full term of the contract, regardless of usage, subject only to the termination of membership and notice provisions within this agreement. Approximately 30 days before the end of the 12 month period a member will be advised of any increase in the membership fee and if no action is taken by the member, membership will be automatically renewed.

Termination of Annual Membership

Termination due to Relocation – A Member may terminate club membership due to relocation by providing 30 days advance written notice with proof of relocation. Relocation must be a minimum of 20 miles radius from the West Bay Club or on the Mainland. With such proof of relocation, a 15% termination fee for the remainder of member's contract payments will apply.

Termination due to Medical Reasons – A member may terminate club membership due to medical reasons preventing the use of the facility by providing 30 days advance written notice with a letter from your General Practitioner. With such proof, a 15% termination fee for the remainder of member's contract payments will apply.

Suspension of Annual Membership

A member can choose to suspend their membership for a period of one month by providing 30 days advance written notice. This does not change any payment due instead an extra month is added to the end of the contract period.

Flexible Membership

The Flexible Membership is a rolling membership, whereby there is no contract and can be terminated at any time by providing 30 days advance written notice. The minimum duration is one calendar month which is payable in advance. Additional months can also be paid for in advance or alternatively a monthly direct debit can be set up.

4 Month Membership

The 4 month membership tariff is payable in advance for the 4 month period and therefore cannot be terminated and is non-refundable.

Membership Application

All new memberships at the Country Club are required to be recommended by an existing member. In cases where the potential member cannot gain a recommendation from an existing member they will be required to attend a short interview. This process is in order to ascertain that the Club and also the potential member are happy and confident that the Club rules and guidelines will be followed appropriately and that all parties are aware of the agreement.

All members who hold an active membership at the Country Club, and are aged 18 years and over are eligible to submit a proposal for a new member, a completed proposal form must be submitted, together with an application form, in order to complete this process.

Proposal for Membership Procedure

A proposal form must be completed by both the existing member and the proposed member. Application forms can be obtained from reception.

On receipt of the completed proposal form, together with the application form, the application will be considered by the West Bay Management Team, on approval all new members shall pay their Country Club subscription fees depending on the term of the membership contract.

The Club does not have a probationary period for new members and it is therefore understood that the existing proposing member should take responsibility for the introduction of those new members throughout the club. When recommending a new member the existing member will be confident that the character of the said person is in fitting with the Country Club etiquette guidelines, and that these will be followed appropriately. Failure to adhere to club rules may result in suspension or termination of membership or both the member and the existing member who recommended said person.

Membership Card

All new members will be issued with a West Bay Club membership card with a membership number, which will be personal to you and remain the property of the Club. You must present your membership card to the Club reception on each visit before using the facilities. Membership cards will not be re-issued on renewing of any membership. Therefore all members are advised to keep their cards as all membership accounts can be reactivated. Any misuse of your membership card may lead to us terminating the club membership.

Membership Options

Adult and Adult Joint Membership (18 – 59 years)

Senior and Senior Joint Membership (60+ years)

Senior Joint Membership is only available if both members are aged 60 years or over.

Student Membership (18 years+ Valid NUS Card)

This membership is only available on showing a valid NUS student card. No other card will be accepted.

Junior (of Adult/Senior) Membership (13 – 17 years)

Child (of Adult/Senior) Membership (4 – 12 years)

Junior and Child memberships can only be purchased with an Adult or Senior membership.

Additionally, Junior and Child will remain active unless the membership expires or the parent membership expires or is cancelled. Children 3 years and under, can go free with a member.

Family Membership (2x Adults + 2x Child Members)

Family membership is only available to a family of four with children ages 4 – 12 years.

Complimentary Guest Passes

As an annual or 4 month member of the club you will receive the following complimentary guest passes, which are redeemable at the Country Club reception.

Annual Membership - 6 Complimentary Guest Passes

4 Month Membership - 2 complimentary Guest Passes

Flexible Membership - 0 Complimentary Guest Passes

A guest may be signed in by a club member who are 18 years or over, and that member must remain with their guest for the duration of the visit. For guests of members on the Flexible Membership, or club members who have used all complementary passes or wish not to use a complimentary pass, must pay the daily membership tariff at reception before using facilities.

Guests wishing to use the Fitness Suite must fill out a PAR-Q disclaimer before they can use the facility.

As a guest of the club member, daily guests will receive the full privileges of a club member, including complimentary towels and robes on request.

Members are responsible for the actions of their guest and any behaviour that is deemed inappropriate or in violation of the club rules may result in the suspension or cancellation of the members account.

Child and Junior members do not have the right to sign in guests.

Acceptance & Entry

Acceptance as a member is at the Club's absolute discretion. The Club also reserves the right to refuse entry to any member.

The Facilities

You will only be permitted to use the Club facilities provided your membership is current and fully paid up or you have made payment arrangements acceptable to the Club. Details of the Club's current opening hours and facilities are available to the club reception. The Club may sometimes need to change opening hours or the facilities available, for example for maintenance or refurbishment. If the Club needs to do this it will, wherever possible, display notices at the Club reasonably in advance.

The Clubs facilities will be used for programmed activities and events, details of any such activities will be available at the Reception.

Cancellation of booked facilities and classes, without the appropriate notice (3 hours for all facilities and 1 hour for all classes) will incur a £5 charge and may affect future booking privileges.

Fees

The Membership Pack sets out the membership fees payable on joining. If you pay membership fees monthly, they are payable in advance one month by cheque/cash/card and monthly payments by Direct Debit. If you pay membership fees annually, they are payable in advance in the anniversary month.

Direct Debit is paid on a rolling month basis until such time as the membership is cancelled in accordance with these terms and conditions.

The Club reserves the right to require satisfactory confirmation of the identity of any member and other reasonable information to support qualification to any particular category of membership.

Club Rules & Regulations

As a member you must comply with the Club rules and regulations. These will be given at the date of joining and will be displayed prominently in the Club and principally relate to the use of the facilities and members' conduct. Failure to adhere to club rules may result in suspension or termination of membership.

Use of Equipment & Facilities

Your use of any of the Club's equipment or facilities is entirely at your own risk, except to the extent that there is any negligence or breach of any legal duty by the Club or its staff.

Induction sessions explaining the safe and proper use of relevant equipment will be made available to you on joining the Club. It is your responsibility to arrange the appropriate induction - you must not use any equipment or undertake any activity unless you are satisfied that you are competent to do so safely and properly.

You must take care to safeguard your own health and safety and that of other people whilst using the equipment and facilities.

You will be responsible for any harm or injury that you cause to yourself or another person or to the Club to the extent that it is caused through your unsafe or improper use of the equipment or facilities.

The Club will not be responsible for any loss, harm or injury to you to the extent that this is caused by your unsafe or improper use of the equipment or facilities or your failing to advise Club staff of a medical condition relevant to your use of these.

Termination of Membership by the Club

The Club may terminate your membership immediately if:

- You, or your guests, commit a serious or repeated breach of these terms or the Club's rules (in particular, if you do not adhere to the safe and proper use of the Club's equipment or facilities as instructed by Club staff or in Club notices).
- The behaviour or conduct of you, or your guests, is reasonably deemed by the Club to be improper or likely to endanger the welfare, safety, harmony or good reputation of the Club. The safety and well-being of staff and members is paramount – if the Club becomes aware of (or has reasonable grounds to suspect) any facts or circumstances (whether current or in the past) in relation to any member and reasonably believes there may be a risk (to any degree) to any staff or other member or their property, then the Club reserves the right to terminate that member's membership immediately.
- You fail to meet the Club's reasonable requests for evidence of your health and physical condition, such as providing a suitable doctor's letter.
- Any part of your membership fee remains unpaid 30 days after its due date.
- You provide materially false or misleading details when applying for membership.
- You misuse your West Bay Country Club membership card.

If the Club terminates your membership for any of these reasons (or you terminate without giving the due notice period) you will remain liable to pay the membership fees for the due notice period. No refunds will be given.

Data Protection

The Club will protect the data of all members. No data will be passed onto any external third party.

Additional Terms and Conditions

Members will be formally notified in writing should there be any additions or amendments to these terms and conditions.

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