CHAMPNEYS WELLNESS CLUB RULES 2026

All new members must complete a Health Screen Form attached to the application form before using the Club facilities.

INTRODUCTION AND DEFINITIONS

- In these Rules "the Company" means Champneys which provides the Club and its facilities for the benefit of the Members: "the Club" means the facility provided at the designated Champneys Resort. Member means a Club Member. "Directors" mean the Directors of the Company: "Rules" means the terms and conditions of membership set out below: "Application Form" means the Application Form completed by the Member to join the Club.
- It is a condition of membership that Members agree to pay the fees referred to in Rule (2) and agree to be bound by these Rules.
- We encourage all members to comply with these Rules to ensure a positive experience for everyone. Non-compliance may lead to restricted access or termination of membership without refund.
- Each Club also has their own operational rules displayed in various parts of the Club, which you must also comply with.
- We reserve the right to make amendments to the rules, or individual Club operational rules, at any time. If we do this, we will aim to give reasonable advance notice by email and/or placing the rules on the website/App.
- All applications and renewals are subject to approval by the Club.

MEMBERSHIP AND FEES

- Members must be at least 18 years old**.**
- To qualify for joint membership one bank account can only be used to pay membership fees. Joint members' responsibility to agree payment from one bank account.
- Please ensure all membership fees or any other bills related to the resort are settled promptly to avoid your membership being frozen with no access to the club granted until your accounts are settled.
- Your membership agreement begins from the start date set out on your membership application form. You may not use the Club until you have provided a signed application form, starter joiner form, direct debit form + first months subscription / annual fee as well as have your membership photograph taken at the club reception.
- Members must pay a non-refundable joining fee at the specified rate when they join, regardless of whether they use the services provided.
- Membership payments can only be made payable monthly in advance via Direct Debit from a UK bank account or by prepayment of membership subscriptions for the following 12 months in a lump sum payment as per annual membership rate specified.

Monthly Direct Debit Memberships

Monthly Direct Debit memberships continue on a rolling monthly basis from the agreed start date. You may cancel your monthly membership by giving one full calendar month's written notice to the Club Administrator, after completing the minimum 3-month membership period.

Annual Memberships

- Annual memberships are paid in advance for a 12-month membership period.

- Annual memberships do not automatically renew. Before the end of your annual membership period, Champneys will contact you with an invitation to renew and confirm the renewal options available at that time.
- The monthly subscription will be collected on the 15th of each month.
- If monthly subscriptions are not paid within 7 days of the 15th of each month membership will be terminated.

Joining Online or Remotely

Cooling-Off Rights: If your membership is purchased online, by email or over the phone, you may have a 14-day cancellation right. This applies even where you have previously visited the Club, if the membership contract is later completed remotely. The cancellation period starts the day after the membership contract is entered into. If you ask to start using the Club facilities or membership benefits during this period, Champneys may deduct a reasonable pro-rata charge for any membership usage, services, guest passes or benefits used before cancellation. Cooling-off rights do not usually apply where membership is purchased and completed in person at the Club.

- No charges can be posted by members onto their club account. All services must be paid for in advance.
- Members are required to give notice to the Club of any change of postal or email address. Failing such notice, all communications shall be presumed to have been received within 5 days of the post-marked or receipt of email.
- Subject to clause m we will give you at least 14 days' notice, or less if it is not reasonably practicable to give 30 days' notice, in respect of any change to your membership conditions.
- We will give you at least 30 days' notice of any change to your membership fee. All membership fees are reviewed annually. Should a price increase occur, you are entitled to terminate your membership by giving one full calendar months' notice within fourteen days of receiving the notice.
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- Members are required to give notice to the Club of any change of postal or email address. Failing such notice, all communications shall be presumed to have been received within 5 days of the post-marked or receipt of email.
- To re-join the Club after a termination of membership, any unpaid subscriptions must be cleared, a new membership agreement completed and the prevailing admin fee of £29 will be charged per person, subject to change.

MEMBERSHIP TYPES

- We offer various types of memberships which you can upgrade to at any given time and pay the extra fees which apply.
- We may at any time choose to withdraw a type of membership or a payment option for new members or members who want to change, restart or renew their membership or payment option.
- Membership is non-transferable and non-refundable, unless there is written agreement to the contrary from Champneys.
- Members must adhere to their chosen membership usage times and cannot use the wellness club nor the resorts facilities out with their usage times unless approved with managerial permission with a payable appointment (ie Personal Training Session, Spa Treatment, medical consultation etc). Failure to abide by your agreed membership times may result in a £55 day pass fee being charged to your account or termination of your membership contract.

MEMBERSHIP CARDS

- Membership cards will be issued as soon as possible after finalising your membership and must be scanned upon entering the Club at the Wellbeing & Fitness Reception. Failure to do so will result in denied access and can result in termination of membership if continual non-compliance is recorded.
- The card is non-transferable and must not be lent or used by another person other than the Members themselves.
- All members are required to have their picture taken at the Wellbeing & Fitness Desk.
- The Club reserves the right to charge a fee for the replacement of lost membership cards currently £5.00.
- The Company reserves may retain any membership card if there has been a defaulted payment by the Member concerned.
- Scanning in and out - For health and safety reasons we require all members to scan/sign in and out at the Club reception.

GUEST PASSES

Guest passes are provided as part of selected memberships and allow members to share the Champneys experience with friends and family.

General Use

- Guest passes are for non-members only
- Each pass admits one guest for one visit
- Guest passes are non-transferable and must be used by the named guest
- All guests must always be accompanied by the member
- Minimum age for a guest pass is 16. Guests aged 16-17 must be always supervised.
- A maximum of three passes can be used by the same guest per year.

Booking & Availability

- All guest visits must be pre-booked in advance with the Club (minimum of 48 hrs notice required)
- Access is subject to availability and operational capacity
- The Club reserves the right to limit guest numbers on any given day to ensure high-quality member experience
- Failure to book in advance can result in guest pass being charged or denied access to the club.

Usage Restrictions

Guest passes may only be used:

- at the member's home club
- within the member's membership access times
- Guest passes cannot be used:
- by current or frozen members
- In place of a member's own access
- A maximum of two guests per member per day applies

Guest Conduct

Guests must:

- complete a registration form and exercise waiver on arrival
- follow all Club Rules and health and safety guidance
- Members are responsible for the conduct of their guests during their visit
- Chargeable services taken by guests must be paid prior to departure or they will be charged to the member to pay.

Validity

- Guest passes are:
  - valid for 12 weeks from joining in year one
  - valid for 12 months from issue thereafter
- Passes cannot be extended or reissued once expired

Additional Guests

- Members may purchase additional guest passes, subject to availability and current pricing: £55 between 10.00 am and 5.00 pm and £25 between 6.30- 10.00am & between 5.00-9.00pm. Prices are subject to change and will be confirmed on booking.

Important

- Champneys reserves the right to refuse or withdraw guest access where reasonably required for operational, health and safety, or conduct-related reasons.
- Champneys reserves the right to show potential members and guests around the club and its facilities regardless of time – including but not limited to the pool & poolside amenities, gym.

USE OF FACILITIES AND SERVICES

Access & Entry

- Members must always scan in and out at the wellness club entrance. Entry through the hotel or any other entry point of the resort or building is not permitted.

Opening Hours & Club Access

- Club opening hours are fixed by the Company and are subject to change without prior notice.
- The Company may at any time close the Club's premises or any part thereof, without notice, in order to execute repairs, alterations, accommodate external events, holidays, re-decorations or otherwise, or to facilitate Club programmes.
- No compensation shall be granted for such closures including additional time added to membership terms.
- Members may not use any element or area of the wellness club prior to opening hours or after closing hours. Failure to adhere to these times may jeopardise your membership.
- Members are expected to vacate all facilities before the advertised closing time to allow time to change and exit the premises.
- Last entry to the club will be allowed up to 30 minutes before closing time. Access to the facilities will not be granted within 30 minutes of closing.

Use of Facilities & Availability

- Champneys does not accept responsibility for facilities or equipment which cannot be used due to unforeseen circumstances beyond its control, including mechanical breakdowns. These will be rectified as soon as possible.
- Members may use all facilities within their chosen membership times. If attending for a payable appointment outside of these times, members must vacate the premises immediately after the appointment.
- Retreats and member events outside of membership usage times are granted at the discretion of resort management, and Champneys reserves the right to deny entry without explanation.

Health, Safety & Personal Responsibility

- Use of fitness areas and facilities is at the Member's or guest's own risk and under their own medical advice. Members are advised to consult a doctor before exercising.
- Members must inform staff of any changes to their medical condition that may affect safe use of facilities.
- A YOUnique PT Health Screen and gym induction are recommended before using unfamiliar equipment.
- The gym may be unsupervised at times.
- If pregnant, injured, or new to gym equipment, members should consult a Wellbeing Coach before use.
- Suitable exercise clothing and trainers must be worn in the gym and in classes.

Personal Training

- Only members of the Wellbeing Team or a nominated third party may provide personal training services within the Club.

Classes, Bookings & Appointments

- Members must pre-book all classes and sessions via the Technogym app. Requests made via reception, email or phone may be denied.
- Members should arrive in good time for appointments and classes.
- Members will be charged for no-shows or late cancellations in line with Club policy.
- Instructors may refuse entry or ask a member to leave a class if safety or enjoyment is at risk, or if the member arrives late.
- Class schedules may be amended or cancelled at short notice, including during public holidays.
- Studios may not be used unsupervised outside the class timetable without authorisation.

Spa & Restaurant Bookings

- Restaurant bookings must be made with at least 48 hours' notice via the restaurant or hotel reception. Non-member guests dining will require a guest pass or applicable fee.

Spa & PT Appointments

- Payment is required at the time of booking (in person or by phone). Bookings cannot be made via email.

Payment Methods:

- Credit/debit cards and Champneys gift cards are accepted.

Confirmation:

- Appointments are only confirmed once payment has been processed.

Cancellations:

- 24 hours' notice is required for a full refund.
- Cancellations within 24 hours result in full loss of pre-payment.

Membership Benefits & Discounts

- Members enjoy discounts on selected services and products, which are subject to change and cannot be combined with other offers.
- Benefits are not available after membership termination or during suspension.
- A valid membership card must be presented to receive discounts.
- Benefits have no monetary value and are not refundable.
- Champneys reserves the right to amend benefits, discounts, services and offers at any time.
- Member discounts do not apply to guests.

Conduct, Behaviour & Club Environment

- Proper attire must be worn at all times, including clean gym footwear and appropriate clothing in all areas.
- No outdoor footwear is permitted poolside.
- Members must shower before using the pool, sauna or steam room and must wear appropriate swimwear in all communal wet spa areas to respect the privacy and the comfort of other members
- Shaving, exfoliating, or drying clothing in spa areas is not permitted.
- Pets are not allowed.
- Smoking is only permitted in designated outdoor areas.
- Only food purchased on-site may be consumed within the Club.
- No alcohol or drugs may be brought onto the premises.
- Members or guests must not use facilities under the influence of alcohol or drugs.
- Mobile phone use is restricted in spa areas to maintain a peaceful and private environment. Please respect those around you and avoid using your phone in ways that may disrupt the peaceful atmosphere.
- Glass containers are not permitted in fitness, pool or changing areas.
- Members must behave respectfully at all times. Abusive language or behaviour will not be tolerated.
- Club property (robes, towels, toiletries, etc.) must not be removed. Misuse may result in termination and legal action.

General Club Etiquette

- Appointments should be booked at least 48 hours in advance.
- Late cancellations may incur charges.
- Members must keep workout areas clean and return equipment after use.
- Equipment must be wiped down after use.
- Cardio equipment should not be used for more than 20 minutes during busy periods.
- Members should seek instruction before using unfamiliar equipment.

Changing Facilities

- We provide Male and Female changing rooms across our properties which by law are designated for use based on biological sex. If you require a changing space outside of these facilities, please ask a member of our fitness team who will be happy to support you.

LOCKERS

- Lockers may be available for use by Members and their guests whilst they are on the Club's premises, subject to availability.
- Members must ensure that the contents of the lockers are removed at the end of their visit and use only for the period of their time at the Club.
- The Club reserves the right to open lockers without the Member's permission or the Member being present. Property cleared from lockers, or left on the premises, shall be given to housekeeping and then donated to charity after 10 days.
- All bags must be kept in lockers and should not be taken into the fitness areas.
- Those resorts with locker bands must be signed in and out at reception. Failure to return or hold a locker band will result in a fine.

LIABILITY

- Neither the Club nor the Company will accept liability for any damage or loss to a member's or guest's personal property brought into the Club's premises.
- All activities and treatments are taken at the Member's or guest's own risk including participation of classes online.
- Neither the Club, the Company, nor their staff shall be liable for personal injury sustained by Members or their guests while on the Club premises, except in cases of proven negligence.
- Members or guests who suffer an accident or injury on the Club premises must report the accident or injury and the circumstances in which it occurred to the Duty Manager immediately.

MEMBER'S HEALTH AND SAFETY WARRANTY

- Our health agreement (see end of document) outlines the commitments of both Champneys and our members. Please ensure you read. By becoming a member, you agree to this agreement unless otherwise notified. Members and guests must warrant and show that they are in good physical condition and capable of engaging in exercise and notify a member of the fitness team immediately in order that Member/guest notes and their programme can be updated or medical clearance obtained. If through injury or other reason, such as pregnancy, this is not the case, they must consult a doctor before engaging in exercise and that he/she knows of no medical or other reason why he/she is not able to engage in active or passive exercise and that such exercise would not be detrimental to his/her health, safety, comfort or physical condition.
- Members and guests shall not use any Club facilities whilst suffering from any infectious or contagious illness, disease or other ailment or whilst suffering from a physical ailment such as open cuts, abrasions, open sores or minor infections where there is a risk that such use may be detrimental to the health, safety, comfort or physical condition of other Members.
- We recommend that before using the Club, Members familiarise themselves with the fire exits and emergency routes in case of evacuation. Please note that employees are NOT required to "seek and search" the building, therefore it is the responsibility of everyone to follow the relevant instructions.
- All members must comply with any reasonable requests made by the members of staff & wellness club personnel in relation to matters of health and safety.

DATA PROTECTION

- It is necessary for the purpose of providing Members with advice and support in relation to our facilities to hold certain data concerning the Member's identity, contact details and general health on our files. By signing the application form you are expressly consenting to the Club having authority to keep this data for the duration of your membership to the Club and for up to two years afterwards (or, if membership is refused for any reason, for a period of two years from the date you complete this form) to assist us in providing you with the best possible service. By signing the application form you will be indicating your consent to receiving emails. For the avoidance of doubt, you are not affecting any of your rights under the UK GDPR & Data Protection Act 2018.

CAR PARKING

- No unauthorised car parking is permitted on Club premises. Cars must be parked properly in designated spaces.
- "Premier hotel guests" parking spaces are strictly reserved for premier hotel guests.
- Electric charging points are subject to availability and are not guaranteed. Members must not exceed a 1-hour charging period and are subject to associated fees.
- Champneys reserves the right to ask a member to move their vehicle from the charging point if deemed necessary regardless of vehicular charge.
- Please register your vehicle at the hotel reception when using the electric charging points.

CANCELLATION & SUSPENSION

Cancellation of Membership

Monthly Direct Debit Memberships

- You may cancel your membership at any time by giving **one full calendar month's written notice** to the Club Administrator after completion of a minimum period of 3 months.
- Your membership will remain active during the notice period and all payments due during this time must be made.
- Cancelling your Direct Debit with your bank **does not cancel your membership**. Notice by email must be provided directly to Champneys Club Administrator. The Club Administrator will then confirm your leaving date.

Annual Memberships

- Annual memberships are paid in advance for a 12-month period and do not automatically renew.
- If you choose not to renew at the end of your membership period, your membership will simply end on the expiry date.
- Early cancellation of annual memberships is only considered in exceptional circumstances (see below).

Promotional Multi-Year Memberships

From time to time, Champneys may offer promotional multi-year memberships, including but not limited to "3 years for the price of 2". The 3 years for the price of 2 offer is based on a commitment to remain a member for the full three-year membership term. The promotional discount is only fully retained where the full three-year term is completed.

If a member requests to cancel a promotional multi-year membership early, this will only be considered in line with the exceptional circumstances set out in these Rules. Supporting evidence may be required and approval remains at Champneys' discretion.

Where early cancellation is approved, the membership period already used will be recalculated at the current tariff membership rate applicable to that membership type when the membership was purchased, rather than at the discounted promotional rate. Any difference between the promotional rate paid and the current tariff rate for the period used will be deducted from any unused balance before a Gift Card value is confirmed.

Any remaining unused balance, after this recalculation has been applied, will be issued by way of Champneys Gift Card in line with these Rules. Promotional multi-year memberships are non-transferable and non-refundable, except where cancellation is approved under the exceptional circumstances set out in these Rules or where Champneys agrees otherwise in writing.

Two for One Year Memberships

Early cancellation will only be considered in exceptional circumstances under the Champneys Club Rules. Where early cancellation is approved under 12 months, the membership period already used will be recalculated at the standard non-promotional membership tariff applicable when the promotional membership was purchased. Any remaining eligible value will be deducted from the promotional price paid and issued as a Champneys Gift Card. No cash refund will be given. Early cancellation over 12 months will be nonrefundable as the second year has no monetary value.

Early Cancellation (Exceptional Circumstances)

We may consider early cancellation of your membership where you are unable to continue due to:

- Medical condition (this does not include pregnancy but does include a medical condition that arises during pregnancy)
- Serious injury
- Redundancy
- Relocation more than 10 miles from a Champneys club
- Significant change in personal circumstances

Supporting evidence may be required. Each request will be reviewed fairly and reasonably by the Club. If any of the forementioned exceptional circumstances apply, we shall be entitled to request reasonable evidence to provide sufficient proof of the exceptional circumstance. The decision as to whether the membership can be cancelled shall remain in our absolute discretion.

- If membership is cancelled due to the exceptional circumstances set out above, any unused membership fees, after any applicable promotional recalculation has been applied, will be given by way of Gift Card and valid for 24 months from issue. The Gift Card can be used towards Champneys Products, Days & Stays.
- If you cancel your membership before your membership expires for any reason other than in the circumstances set out above, we shall be entitled to keep the remaining unused annual fees.
- Please note you will not be able to re-join on any promotional offer within a 12-month period from the date of cancellation.

Suspension of Promotional Multi-Year Memberships

Promotional multi-year memberships, including memberships that provide a complimentary or discounted membership period, are offered in return for the member committing to a continuous fixed membership term. Promotional multi-year memberships purchased or renewed cannot be suspended for holidays, extended

travel, work commitments, financial circumstances or other personal reasons.

A temporary suspension may be considered where the member is unable to use the Club because of:

- a medical condition;
- a serious injury; or
- pregnancy.

Reasonable supporting evidence may be requested. Each request will be reviewed fairly and individually. Champneys will also consider whether any exception or reasonable adjustment is required under applicable equality legislation.

Where a suspension is approved, the member will not have access to the Club or membership benefits during the suspension period. The membership expiry date will be extended by the length of the approved suspension. Approval of a suspension does not give an automatic right to further suspensions. All requests remain subject to approval by Champneys, acting reasonably and based on the circumstances and evidence provided.

Suspension (Freezing)

Members may request to temporarily freeze their membership by contacting the Club Administrator by email.

Freezing may be granted for:

- medical reasons (no charge, evidence required)
- pregnancy (no charge)
- redundancy (no charge, evidence required)

For extended travel or work commitments there is a £25 administration fee per month requested per person.

Key conditions:

- One calendar months' notice must be given and cannot be back dated
- Minimum freeze: 1 month
- Maximum freeze: 3 months per year
- A monthly administration fee may apply in non-medical cases
- Membership cannot be used during a freeze period. If we do find you are using the facilities your membership will automatically restart and you must pay any appropriate membership fees while your membership is suspended.
- Members must inform the club by email when they wish to start the membership again after the freeze period.

General

- Notice and extension must always be given by email. Verbal requests cannot be accepted
- All requests are subject to approval, based on the circumstances provided.
- If we increase our membership prices during the period when your membership is frozen, you will have to pay any new prices that apply to your membership type when your membership starts again.
- Membership is non-refundable and non-transferable. Exception: Platinum membership is transferable. Platinum members are required to transfer their membership is they wish to cancel if they wish to avoid the following cancellation terms.
- The Company shall have the right to suspend or withdraw Club privileges or membership from any

Member who, in their opinion, has abused privileges or conducted himself or herself in a manner deemed detrimental to the Club staff or its Members. Such exclusion or suspension shall become effective immediately and no reimbursement will be issued to such Member. There will be no refund of the joining fee.

- Rejoining may be subject to a joining or administration fee.

CCTV

- Closed circuit cameras operate throughout the Club except in the changing areas. Any unlawful activity within the Club may be reviewed for possible legal action.

STANDARD FEEDBACK PROCEDURE

- Members and guests are encouraged to make any comment or complaint via the feedback QR posters located at the Wellbeing & Fitness Reception or by email to the Fitness Manager or the Club Administrator. For all feedback relating to the facilities please contact the Fitness Manager. For any enquiries regarding your account/statement please contact the Club Administrator. Please ensure that all contact details are detailed on the form/email in order that a member of the management team can contact you accordingly to discuss. Should a member or guest wish to discuss any issue in person they can also request to speak to the Manager on duty who can be contacted at the Wellbeing & Fitness Desk. It is our aim that we respond within 48 hours of receiving a comment or complaint.

GENERAL

- The Company may assign the benefit of the Membership Agreement to a third party at any time without notice to the Member.
- A person who is not party to the Membership Agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to rely upon or enforce any term of the Membership Agreement.
- The Company may communicate with the Members via electronic mail ("email") and/or by SMS. By providing an email address or mobile telephone number to the Company, the Member consents to receiving and/or SMS communications from the Company, including notices pursuant to these terms and conditions. The Member also accepts that email and/or SMS may not be a secure and confidential means of communication. The Company will not be liable for any loss or damage suffered because of communicating with a Member by email and/or SMS.
- Champneys reserves the right to close certain elements or all the clubs facilities to members for other business & resort needs. Including but not limited to exclusive filming & promotional arrangements as well as private functions and corporate events. Such closures are not subject to compensation or reimbursements in any form or monetary values

Updated August 2026

CHAMPNEYS
WELLNESS SPA

HEALTH AGREEMENT

This agreement sets out the basis for how we will work together, to ensure we have the best relationship built on mutual respect and trust. This will enable us to operate and you to enjoy all of the facilities at our spas.

What we expect from you

Your Health and wellbeing is our paramount concern:

Health - We feel that you are the best person to be in control of your health. We ask you seek professional medical advice about any conditions or concerns you have and act on this advice, even if it means not undertaking exercise, a treatment or class which you would like to do.

Wellbeing - That you let us know if you feel unwell for any reason whilst on our premises so we can help.

Knowledge - That you read and take on board any instructions information or notifications about use of equipment or the contraindications for specific treatments

What you can expect from us.

Facilities -You are free to use any of our facilities or have any of our treatments that you know you are comfortable with.

Maintenance - We will maintain our equipment and facilities in line with industry standards

Team Members - Qualified and competent staff can help you achieve your goals and advise you on how to exercise safely.

Our therapists will be qualified in line with industry standards and recognised professional bodies**.**