



The Thames Club – Membership Terms and Conditions

Please read and understand the following terms and conditions **before using the Club's facilities**.

By joining The Thames Club, members agree to abide by these Terms and Conditions. These rules are in place to ensure a safe, respectful, and enjoyable environment for all.

Each member has a separate agreement with us, as part of the membership. Our opening Times, class timetable, information on the Club can be seen on the website and through the Club's app that is accessible upon joining.

Upon joining we ask all members to provide up to date contact details and a head and shoulders photo on the app for security and health and safety.

1. Membership

- 1.1** Membership is non-transferable and valid only for the named individual. The Club reserves the right to change membership offerings and prices with a minimum of **30 days' notice**.
- 1.2** The Thames Club enforces a **zero-tolerance policy** towards harassment, aggression, or inappropriate conduct. Any such behaviour may result in immediate termination or suspension of membership.
- 1.3** The Thames Club is an over 18 club.
- 1.4** Your membership fees will depend on your type of membership. Membership fees comprise of an initial joining fee and one of the following types of payments; a monthly subscription or an annual subscription.

- 1.5** You will be provided with details of the applicable joining fees and subscription fees during the membership application process. All ongoing subscription fees must be paid irrespective of whether you use the Club's facilities.
- 1.6** If you make a monthly payment for your membership fees, the first subscription fee that you will pay on joining the Club will be an "Initial Payment", calculated pro-rata to the appropriate monthly subscription fee by reference to the number of days between the date on which membership commences and the last day of the month on which membership commences (both days inclusive). Depending on the date which membership commences, the Initial Payment will also include the subscription fee for the full month following that in which the membership commences. Thereafter the normal monthly subscription fee will be payable monthly in advance by Direct Debit on or after the first day of each month.
- 1.7** Subscription fees must be paid by Direct Debit and will be in line with the Direct Debit Scheme Guarantee (as set out in the Direct Debit instruction form). The amount debited specified during the application process, or as is otherwise notified to you pursuant to these terms.
- 1.8** We will take reasonable steps to contact you to discuss alternative forms of payment if your direct debit is returned unpaid by your bank or building society. We may require payment of our reasonable charges for (a) sending arrears letters, reminders or other documents, (b) cheques, standing orders or direct debits which are dishonoured, stopped or not paid by you.
- 1.9** If a member's Direct Debit payment fails on three (3) occasions within any twelve (12) month period, The Thames Club reserves the right to require an alternative payment method to be provided, such as a valid debit or credit card, to be held on the system as a back-up payment method. If the member fails to provide an alternative payment method when requested, The Thames Club reserves the right to suspend or terminate the membership with immediate effect.
- 1.10** We may change monthly or annual subscription fees from time to time. We shall give you at least 30 working days' written notice of any increase in the subscription fee, in accordance with the Direct Debit Scheme Guarantee. If you do not wish to accept an increase in subscription fees, then you may cancel your membership before the fee increase takes effect. The cancellation will take effect at the end of your current monthly or annual subscription term (as applicable to your membership type). If you give notice to cancel your membership following a fee increase then you will continue to pay subscription fees at the rate current prior to the fee increase until the cancellation takes effect. A clear full calendar months' notice must be given in writing by email or by recorded delivery letter for all membership types.
- 1.11** If you have a monthly payment or annual membership paid upfront, a minimum contract period will be agreed and stated on your membership application.

- 1.12** After the minimum contract payment period your membership will continue and renew automatically for further (i) monthly periods if you have a monthly membership or (ii) annual periods if you have an annual membership.
- 1.13** After the minimum contract payment period you may cancel your membership by giving 1 clear calendar months' notice before the end of the current monthly or annual term applicable to your membership by writing to the Club's membership administrator: membership@thethamesclub.co.uk. To process your cancellation a compulsory leavers survey must be completed which will be sent to you by the membership manager.
- 1.14** You have a right to change your mind during the first 14 days of your membership. To exercise this right, you must contact us in writing by email and ask to cancel your membership within 14 days of our accepting your membership application form. On exercising this right, we will refund any prepaid joining fees and subscription or one-off fees, less an amount for any membership you have already used, calculated at £10.00 a visit.
- 1.15** You may also cancel your membership by giving 1 clear calendar month's payment and written notice by email during the minimum contract period if you are made redundant; you are unable to use the Club's facilities owing to illness for a period longer than 90 days; or you move house more than 15 miles away from the Club.

In each case you must give us reasonable evidence to demonstrate that this has happened (for example, a letter from your employer confirming your redundancy, a doctor's note or a utility bill from your new house showing your name and new address).

- 1.16** You may also terminate your membership if we:
- significantly reduce the facilities or opening hours of the Club, unless instructed by the Government or local council, i.e., in the case of a pandemic.
 - change the location of the Club.
 - close the Club for refurbishment for a period of more than 4 weeks at a time.

2. Payments and Fees

- 2.1** Membership fees are payable monthly in advance via Direct Debit or annually.
- 2.2** Failed payments may result in temporary suspension of access until funds are received.
- 2.3** Repeated non-payment may lead to membership termination.

- 2.4 Additional fees may apply for services outside the scope of membership (e.g. personal training, treatments, special classes).
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3. Suspension & Cancellation

- 3.1 Membership may be frozen for medical reasons (min 1 month to max 3 months in a 12-month period) with written notice and supporting evidence.
- 3.2 Membership freezes cannot be backdated. If a freeze is agreed, this will take place from one day after the acceptance date from the Membership Manager. Acceptance will be issued by the Club within seven days from request being received.
- 3.3 If payment for membership has been paid to the Thames Club for the requested frozen month, this will not be refunded, but will be utilised on the month you resume your membership.
- 3.4 Freezing membership must be submitted in writing to membership@thethamesclub.co.uk.
- 3.5 The Thames Club reserve the right to decide if membership can be frozen by case.
- 3.6 Membership cannot be frozen for holidays.
- 3.7 Membership may be suspended during investigations for any alleged rule breach. Membership charges continue during suspension.
- 3.8 The Thames Club reserves the right to amend these rules at any time.
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4. Health & Safety

- 4.1 Members must complete the **Health Declaration-Physical Activity Readiness Questionnaire (ParQ)** before using the Club's facilities. This will be completed upon joining
- 4.2 If you feel unwell while at the Club, stop activity immediately and notify a staff member.
- 4.3 The Club assumes you are fit to exercise if no ParQ is submitted.

- 4.4 You are advised to consult your doctor before starting any exercise programme or class and during any ongoing exercise programme or class if you have concerns at any time.
 - 4.5 Club staff are not medically trained, and while staff may assist you in your choice of programmes and classes, it is your decision whether to take a class or programme.
 - 4.6 We may provide information and materials identifying particular risk factors that may make it inappropriate to participate in a particular exercise, programme or class. If we are aware such risk factors apply to you then we may refuse to allow you to participate in a particular exercise, programme or class.
 - 4.7 Any advice given is intended to help, however it remains the responsibility of the member to take individual advice from your doctor prior to undertaking any exercise, programme or class.
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5. Club Entry

- 5.1 All information about the Club can be found on the app and website. Please use the **QR code within the app** to access the Club. If unsuccessful, staff will verify your identity.
 - 5.2 Last entry is **30 minutes before closing**, we ask all members to leave enough time to be able to leave the club at the designated closing time.
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6. General Conduct

- 6.1 Members must treat others with respect and behave appropriately at all times.
 - 6.2 Offensive language, intimidating behaviour, harassment, or disruptive conduct will not be tolerated.
 - 6.3 Smoking, including e-cigarettes, is not permitted anywhere on Club premises.
 - 6.4 Alcohol may only be consumed in designated lounge and function areas. Use of gym, classes, pool or relaxation facilities while under the influence of alcohol or any substance is prohibited.
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7. Hygiene and Cleanliness

- 7.1** Members must shower before using the pool, sauna, or steam room.
 - 7.2** Deodorant must be worn and all members are asked to maintain clean personal hygiene, any strong odours or any hygiene-related issues must be resolved to continue facility access.
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8. Valuables & Mobile Phones

- 8.1** Do not leave valuables unattended. All belongings are left at your own risk.
 - 8.2** Mobile phones are permitted on the gym floor, we ask that calls are not made or taken on the gym floor.
 - 8.3** We do not allow mobile phones on poolside or in studio classes.
 - 8.4** Please do not take photos/videos of others without consent. Staff permission is required before filming yourself within the gym.
 - 8.5** We ask that any calls are made or taken in the lounge area of the Club to minimise disruption to other members to a minimum.
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9. Towels

- 9.1** Members may bring their own towels.
 - 9.2** Towel hire is available at a cost per visit or month subscription (except for Ultimate membership where it is included).
 - 9.3** Towels must be returned after use. The Thames Club staff monitor towel use.
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10. Changing Rooms, Lockers and Pool area

- 10.1** Lockers are for daily use only. Items left overnight may be removed and incur a £5 collection fee.
- 10.2** Lost property is held for 14 days before disposal.

- 10.3** Shaving is only allowed in designated vanity areas and we ask members to clean areas post shave for the hygiene of others to use.
 - 10.4** Read all posted poolside rules before use.
 - 10.5** No food or mobile phones allowed on poolside.
 - 10.6** Shoe covers must be worn if shoes are taken to poolside.
 - 10.7** There is a panic alarm by the left side of the pool by the fire exit in case of emergency.
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11. Sauna & Steam Room

- 11.1** Read the guidelines before use.
 - 11.2** No oils, lotions, or flammable materials are allowed.
 - 11.3** Do not pour water or oils on the sauna heaters. Please use a towel to sit on.
 - 11.4** Exit immediately and alert staff if feeling unwell. There is a panic alarm in the Sauna
 - 11.5** Facilities are unsupervised—use at your own risk.
 - 11.6** Keep noise to a minimum. No electronic devices are permitted.
 - 11.7** People with heart conditions, high blood pressure or circulatory issues should consult a doctor before using these facilities.
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12. Gym Use

- 12.1** Please respect time limits on equipment, especially when busy.
- 12.2** Return equipment to its proper place after use.
- 12.3** No bags are allowed on the gym floor.
- 12.4** Only Club approved personal trainers may conduct PT sessions or advise on exercise.

- 12.5** Please wipe down machines after use with the provided cleaning materials.
 - 12.6** Appropriate gym attire and trainers must be worn. Shoes must be closed-toe, clean, and non-marking.
 - 12.7** Please follow instructions from fitness staff who are trained on safe and effective exercise.
 - 12.8** Please note that any sessions booked with a freelance personal trainer or class leader do not form part of your membership agreement and are not provided by us. All sessions will be provided under a separate agreement between you and the personal trainer or class leader.
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13. Classes

- 13.1** Please arrive at least 5 minutes early. Late entry is not permitted.
 - 13.2** Do not enter until the previous class has finished.
 - 13.3** When a class has ended, please leave promptly to allow instructors to set up.
 - 13.4** Please clean your area after class (e.g., wipe sweat, return equipment).
 - 13.5** Members can book classes via the app or phone. The Club monitor No-shows and you may be charged or suspended to book future classes if this is repeated.
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14. Car Park

- 14.1** Disabled bays are for badge holders only. Please do not park in these bays without a valid badge.
 - 14.2** Use parking only while using the facilities. No overnight parking is permitted.
 - 14.3** Park considerately within marked bays. All vehicles are left at your own risk.
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15. Guests:

- 15.1** Members are allowed to bring a guest for a fee per visit.

- 15.2** You are responsible for the actions and conduct of your guests at all times and must ensure that your guests comply with all applicable terms and Club rules and guidelines.
- 15.3** You must accompany your guest at all times whilst using the Club.
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16. Contact:

16.1 You can contact us:

- by telephone at 01784 463 100
- by email at membership@thethamesclub.co.uk or
- by post The Thames Club, Wheatsheaf Lane, Staines Upon Thames, Surrey TW18 2PD

16.2 If we need to contact you, we will use the telephone number, email address or postal address you gave during the application process. It is important that you promptly notify us of changes to your contact details.

17. Other

17.1 The Club may at times, change terms and conditions, opening times and facilities. Where possible we will give notice through the app or on the website.

17.2 Personal information given upon signing up as a member, will allow The Thames Club to use your information to administer your membership, contact you and make you aware of any changes to services and your membership. We will not share your information with third parties unless the law requires us to do so.

17.3 These terms are governed by English law.

We hope you enjoy your membership at The Thames Club

June 2025