



CLUB RULES - VIRGIN ACTIVE DUO GALLERIA

Everyone at Virgin Active Fitness Clubs must play by the Club Rules (“Rules”).

The Rules aren’t just any old rules - they’re part of your official Virgin Active Membership Agreement and have been lovingly prepared by our legal guys. So please take a moment to get familiar with what they have to say.

WHO SHOULD PLAY BY THE RULES?

The Virgin Active team, Virgin Active members (“members” or “you”) and their guests.

WHY?

- So we can keep ourselves nice, safe and maintain Club standards.
- So everyone, especially you, can have a good time at our Clubs.

PLAYING FAIR

Unlike some rules, like only having chocolate once a week, our Rules can’t be broken. If you don’t comply, we may ask you to leave the Club, deny you Club access, or (if it’s really serious) terminate your membership. We will of course be fair when applying our Rules (which we’ll do at our discretion). While we’re not here to rain on your parade, we will consistently apply our Rules so that everyone can work out in a safe and comfortable environment.

THE ODD CHANGE

We may change these Rules occasionally. When this happens, we’ll let you know in advance by popping a notice on Club display boards or screens and by updating our website (www.virginactive.com.sg). Please be sure to keep an eye out for any changes.

THE BUSINESS END OF THINGS

FROM THE GET-GO

1. Be kind to yourself. Talk to your doctor before starting a new fitness program or using our Club facilities.
2. All members and guests must fill in a Health Check Questionnaire before using Club facilities. We may ask for a letter from your doctor confirming you are safe to exercise.

MEMBERSHIP

3. Every time you enter our Clubs please present your Membership Card or Wristband at reception.
4. No-one else may use your Membership Card or Wristband.
5. If your Membership Card is lost or stolen, you’ll need to organise a new one and pay the replacement fee (set out in your Home Club Price List).
6. If your Membership Dues or cashless accounts aren’t up to date, or your Membership is frozen, suspended or terminated, Club access will be denied.
7. On termination of Membership please return your Membership Card and wristband to your Home Club (and, if you have one, your Wellness Key).
8. If we terminate your Membership, it will be at our complete discretion as to whether you are eligible to join any Virgin Active Club in the future..

IF YOU BRING A FRIEND

9. At our discretion, members may bring guests to our Clubs by paying the guest fee set out in your Home Club Price List.
10. Guests must play by these Club Rules.
11. You must accompany your guest(s) at all times, be responsible for their behaviour and make sure that they play by these Rules. Please don’t leave our Club prior to your guest’s departure.
12. You may not access our Clubs as a guest if your Membership is frozen.

GENERAL CLUB USE

13. We’ll post opening and closing times on Club display boards and our website (www.virginactive.com.sg).
14. Don’t bring alcohol or illegal drugs into our Clubs.
15. If you bring in food or drink from outside the Club, please don’t consume it inside our Clubs.
16. You may bring guide dogs into our Clubs. Carers may enter our Clubs with the member they are caring for but cannot work out in the Club when caring for a member.
17. Don’t use the Club facilities while under the influence of alcohol, anticoagulants, antihistamines, beta blockers (unless you provide medical clearance), narcotics, or tranquillisers.
18. Don’t smoke inside or near the entrance to our Clubs.
19. Please leave the Club punctually at our published closing times.
20. Unless we give the OK, please don’t take any pictures, photographs, films or videos via any form of recording device, including phones or cameras, of our Club premises.
21. You’ll need to pay for any loss or damage caused by you or your guests while in the Club.
22. We may provide trial access to our Clubs for potential members and others.

EQUIPMENT, THE TRAINING FLOOR AND STUDIOS

23. Use equipment for its intended purpose. Follow the instructions provided. Ask for help if you need it. Please do not bring your own equipment into our Clubs. Be sure to let us know if any of our equipment is broken or unsafe.
24. No food or bags on the training floor or studios.
25. Only drinks in plastic or aluminium bottles containing water or sports drinks are OK to bring onto the training floor and studios.
26. Please think of other people by replacing weights and equipment after use.
27. A towel must be used on all equipment, in all studios and on the training floor. Please wipe down equipment after use.

CLASSES

28. Group exercise classes need to be pre-booked (either at reception or online) as they have maximum head-counts. Timetables and instructors may change without notice. Where possible, we will post the details on Club display boards.
29. To keep things fair, you can have six bookings at any given time and three of these can be hot classes. Cancel before 9pm to avoid strikes. Cancellations after 9pm and before 1 hour of the class start time incur 1 strike. Cancellations within 1 hour or no shows incur 2 strikes. If 6 strikes are incurred in a calendar month, maximum bookings at any given time will be reduced to 1 booking for 4 weeks.
30. If you're more than 5 minutes late for a group exercise class you will not be able to join in. We want to start classes on time as your time is precious. Please arrive a few minutes early. Make sure you warm up before you get physical.
31. Our instructors will limit the number of attendees to set class numbers.
32. Please follow all instructions given by our smiley instructors.

WHAT (NOT) TO WEAR

33. Exercise gear fit for purpose must be worn at all times in our Clubs. For example, t-shirts/tops (no bare chests) and closed footwear must be worn at all times including when moving between classes and change rooms. No shoes are OK only when you're in the change room, salt room, ice room or steam room areas or in the mind and body studios.
34. If you're unsure of what to wear, ask a Virgin Active team member.

LOCKERS, CHANGE ROOMS AND YOUR BELONGINGS

35. Lockers are available to store your gear while using the Club (if they're not all full). We can't guarantee that the use of a locker will stop theft or damage to your stuff from occurring.
36. Lockers may only be used for the usual suspects like gym kits, toiletries and the clothes you have on when you arrive at our Clubs. Don't keep anything else in your locker. If we have reasonable grounds for suspecting that a locker is being used for something else, we reserve the right to open it and remove any offending items.
37. Lockers are available for use only while you're on Club premises. Any gear left in lockers overnight will be removed, unless of course you have reserved a permanent shoe locker just for you. If it's not collected in 7 days, we'll donate it to charity as with any other lost and found property.
38. Only one person can be in a shower cubicle at any one time.
39. All towels and Virgin Active member clothing must be returned to the relevant areas in the change room. If towels or Virgin Active member clothing are not returned, we reserve the right to charge you for the replacement cost of such towels and clothing.

PERSONAL TRAINING

40. Only Virgin Active fitness professionals can provide personal training in our Clubs. Please don't bring your own trainer into our Clubs.

SAFETY

41. Don't mess around with fire doors or fire exits.
42. Please follow any health and safety notices displayed in our Clubs. Please let a Virgin Active team member know if you are hurt or injured before you leave the Club.
43. In an emergency or when an announcement is made, have your ears turned on and follow the Club staff's instructions at all times. If you don't evacuate when asked we will treat this as a serious breach of these Rules.

LAST BUT NOT LEAST

44. Virgin Active may occasionally take photographs/images of the Club and its facilities (including members). We'll try our best to get your OK beforehand (so you can glam up) but this may not always be possible. We reserve the right to use these photographs/images for commercial purposes without payment. We use CCTV to monitor any incidents at our Clubs.
45. Club Price Lists will change from time to time.
46. We reserve absolute discretion when approving membership applications.
47. Always respect other Club members, guests and our staff. Please use the Club in a way that doesn't disturb, detract or impair anyone's experience.