

Stations Leisure Complex – Terms & Conditions

LAST UPDATED: 16/03/2026

GENERAL TERMS & CONDITIONS

1. All visitors must sign in on arrival and sign out before leaving at the Leisure Complex reception desk. Day guests and hotel guests will be issued with a VPass (visitor management system). Members will use a swipe card (Club Manager – membership management system). These procedures are required for safety and emergency purposes.
2. Members must swipe their membership card on each visit. Attendance will be recorded in the Member Management System. We reserve the right to refuse entry if membership has expired. All other users must sign in using the VPass system.
3. Entry will not be permitted to any person under the influence of drugs or alcohol.
4. Please note that facilities may be busy at times, particularly with hotel residents.
5. Members, guests, residents, and children must follow the instructions of the Leisure Complex Manager, Hotel Management, and all rules displayed within the Leisure Complex.
6. We reserve the right to change opening times or withdraw individual facilities at any time without prior notice. No refunds will be issued for any variation in facilities or operating times.
7. At busy times, management may introduce time restrictions on facilities.
8. CCTV operates within parts of the Leisure Complex for safety, security, and incident monitoring. Images may be recorded and retained in accordance with data protection legislation.
9. Management reserves the right to refuse entry or require any member or guest to leave if their behaviour is unsafe, abusive, disruptive, or in breach of these Terms and Conditions.
10. Anyone suffering from an infectious illness, skin condition, open wound, or similar condition should not use the pool or spa facilities.
11. Management reserves the right to amend these Terms & Conditions at any time. The most current version will be available on-site and/or on our website.

FACILITIES

1. The Leisure Complex employs staff to manage facilities; however, supervision is not possible at all times. All users must ensure they are in suitable physical condition to use the facilities safely and without risk to themselves or others. We reserve the right to refuse access to anyone considered to pose a risk.
 2. Only authorised Leisure staff may enter the reception office.
 3. Food and beverages may only be consumed in designated areas.
 4. No pets are permitted within the Leisure Complex.
 5. Pushchairs and bicycles must not be left in reception or taken into the pool area.
 6. Smoking is strictly prohibited.
 7. Photography is strictly prohibited in the pool area.
 8. The Leisure Complex accepts no responsibility for loss, theft, or damage to personal belongings.
-

POOL, SAUNA, STEAM ROOM & JACUZZI

1. For hygiene and safety reasons, all members and guests must shower before and after using these facilities.
2. The swimming pool is unsupervised and there is no lifeguard on duty. All users enter and use the facilities at their own risk.
3. Parents and guardians are fully responsible for the safety, supervision, and behaviour of children at all times.
4. Children under 16 must be accompanied in the swimming pool by a parent or guardian aged 16 or over.
5. Supervision ratios in the pool area:
 - Maximum of 2 children under 8 per parent/guardian
 - Children aged 8–15 must be supervised at a ratio of no more than 3 children per parent/guardian
6. Children under 8 are not permitted to use the jacuzzi, sauna, or steam room. Children aged 8–15 may only use these facilities when accompanied by an adult.
7. Lane swimmers have priority. The following behaviour is not permitted: diving, jumping, splashing, running, pushing, fighting, or any disruptive conduct.
8. No sharp objects are permitted in the pool area.
9. Mobile phones are not permitted on the poolside. Management reserves the right to require devices to be removed from this area.
10. Oils, balms, and similar products are not permitted in the sauna, steam room, or poolside areas.
11. Failure to comply with supervision requirements may result in removal from the facility.

GYM

1. Children under 12 are not permitted in the fitness suite.
2. Children aged 12–15 may use **specified equipment*** only and must be actively supervised by a parent or guardian aged 18 or over. Supervision is limited to one child per supervising adult. Failure to comply may result in removal of both parties.
3. Appropriate gym clothing and footwear must be worn at all times.
4. Users must not drop weights, must return equipment after use, wipe down machines, and behave respectfully. Unruly behaviour will not be tolerated.

*** specified equipment:**

- Cardio-Vascular gym equipment (Cross-Trainer, Running Machines, Bikes, Rowing Machines).
 - Resistance Machines (chest press, lateral row, overhead press, row/rear delt, bravo machine, leg press).
 - Functional Area (dumbbells, kettle bells, bosu balls, resistance bands, steps, parallelles).
-

CHANGING ROOMS & LOCKER AREA

1. Members and guests are advised to use lockers for valuables. The Leisure Complex accepts no responsibility for loss or theft.
 2. Coin-operated lockers are available.
 3. Lost property will be retained for one month before disposal.
 4. The Leisure Complex is not responsible for loss or damage to personal property.
 5. Junior members under 8 may use either changing room under adult supervision in designated cubicles only. Members aged 8–15 must use the changing room of their own sex.
-

MEMBERSHIP TERMS & CONDITIONS

1. Applications may be rejected without reason.
2. Official application form must be completed online.
3. Membership cards remain the property of the Complex and must be returned upon termination.
4. Membership is valid for the period specified by the selected membership type.
5. Members may delay the start date by up to one month.
6. Membership must be renewed before expiry. Renewal may be refused without reason.
7. Members are entitled to the benefits associated with their selected membership type.
8. Memberships are non-transferable (exceptions may apply).

9. Management reserves the right to withdraw membership at any time.
 10. Members must swipe their card on each visit.
 11. Towels are available for £1 per towel.
 12. Coin-operated lockers are located outside the changing rooms.
-

DIRECT DEBIT FEES AND CHARGES

1. First month's membership fee is collected from Members by member of staff either by Cash, Debit /Credit Card at time of purchase, or by Direct Debit approximately 5 working days from membership application date. Subsequent Direct Debits for monthly membership fees will be collected monthly thereafter. Each payment made is not refundable. Some exceptions may apply. Please see the Leisure Manager.
2. To downgrade/upgrade membership please contact Leisure Reception at leisure@waterloo-hotel.info or call us on 01690 360686. The Direct Debit monthly price will be adjusted accordingly once accepted and confirmed by the Leisure Manager.
3. If any Direct Debit is returned unpaid or if any other form of payment is not honored for whatever reason, despite us having notified a member of a missed payment or further payments are missed, we reserve the right to, at our sole discretion, either suspend or terminate the membership upon having given them written notice of our intention to do so.
4. Members can suspend their membership up to 3 months after written or verbal notice to the Leisure Manager. Suspension starts from the payment date.

DIRECT DEBIT PRICES

From time to time we may need to increase the price of our memberships. We will give members at least 2 weeks notice of any up and coming price increases and will make it very clear when the price increase will take effect and how much the membership will cost after the increase. During this period, members will have their usual right to terminate their membership in accordance with the membership terms and conditions and rules. If members do not terminate their membership by the date given in the notice, then the membership fees will be increased in accordance with our notice.

TERMINATION - MONTHLY DIRECT DEBIT MEMBERSHIPS

1. To cancel your membership, please contact us directly. Cancelling your direct debit alone may not terminate your membership.
2. In the above circumstances your membership will remain in force until the day before your next payment is due, at which point it will automatically terminate.

TERMINATION – PAID IN FULL MEMBERSHIP

1. Fixed Term membership can be refunded to the pro Ratta'd amount for any unused month.
2. Members may break their membership up to 3 months (once in any membership year). Request can be made in writing to the Leisure Manager.

ADMISSION

1. Admission is valid from the time of purchase.
2. Admission is for a single time entry to the facilities and cannot be reused.
3. You cannot transfer the admission to anyone else nor transfer to another date or time.
4. Admission is non-refundable. Some exceptions may apply. Please see Leisure manager.
5. There is no time limit, however at busy times Management reserves the right to place time restrictions on the facilities.

DISCOUNTS AND OFFERS

Discount cannot be used in conjunction with any other offer and does not apply to any classes or other services e.g. circuit training, personal training, sunbed etc.

PARKING

Parking is free of charge to all our members in all of our car parks. The main car park is adjacent to the leisure entrance, and we also have parking across the road. Please ensure you provide your car registration upon joining us to ensure exemption from any charges.

HEALTH & SAFETY

Information regarding membership health and safety

Our commitment to you

- To ensure that our equipment is safe to use by regular maintenance, servicing and regular inspection of our facilities.
- To endeavour to maintain a safe environment for all visitors to enjoy their experience at Stations Leisure Centre.
- We will maintain a high standard of hygiene and keep our facility clean for you to use. Should you be unhappy or have questions regarding cleanliness or hygiene please inform our Leisure team.
- We shall at all times keep confidential any information that you give us regarding your health. However, our staff are not medically trained to offer medical advice.
- While we will respect your decision-making over your training regime, we reserve the right to ask you not to exercise what we could reasonably believe to be beyond your personal ability.

In relation to the use of our facilities and services, you warrant, declare and acknowledge that:

- To the best of your knowledge and belief you are in good health and not knowingly incapable of engaging in either active or passive exercise and that such exercise would not be detrimental to your health, safety, comfort, well-being or physical condition. Further, that you will advise us should your health or vulnerability to injury change.
- If you have any pre-existing medical conditions, you may be pregnant or you are breastfeeding, you have consulted your medical professional or general practitioner before beginning to use our facilities and services.
- Our staff are not medically trained and should you have any concerns with your health & fitness you should seek independent medical advice before engaging in any physical activity on our premises.
- Our gym and poolside are unstaffed. However there is CCTV coverage in these areas. Stations staff monitor the CCTV but are not always able to identify an accident or incident. If you experience or witness an incident, you should make the Leisure Staff aware and wait until assistance arrives.
- Our facilities are safe to use, however if you are unsure how to use equipment correctly you should seek assistance where our trained Leisure team can offer a full induction (*a charge is required for this service*)
- A Personal Trainer (PT) service is offered by Stations Leisure Centre. Our PT is certified and has the knowledge, skills and abilities to design safe and effective exercise programs. Our PT does not offer specific nutritional advice but may suggest basic lifestyle and diet changes. For more in-depth nutritional advice you should speak to a Nutritionist or Dietician.

DDA Access

- If you have any physical disabilities please discuss with our Leisure Management who will be able to provide information on our services.
- Our poolside does not provide a hoist for lowering into the pool. The pool has shallow steps and a handrail for access. Assistance will be given from our Leisure team should it be required.
- For users with mobility issues, access to the gym is limited. Information or assistance will be given from our Leisure team should it be required.

Fire Procedures

- If you suspect a fire, press the nearest red fire call point and leave the building by the nearest and safest exit. Please DO NOT go back to the changing rooms to collect your belongings.
- Our fire alarms are tested every Wednesday at 10am or as close to as possible.