# Get *better* at Bowfield

What does better health look like to you? Becoming fitter? Getting stronger? Feeling calmer? Whatever it looks like, we're here to help.

From improving your strength or cardio fitness, to maintaining a healthy lifestyle, or recovering from injury or illness, our friendly and approachable team are here to support you at every turn.

As an independently operated Health Club, we put our members at the heart of everything we do, ensuring they get excellent facilities, equipment, and expertise. We'd love you to join our club and get better at Bowfield.

As a member, you have full access to the following facilities:

- Gym
- Spin studio classes
- Fitness and aqua classes*
- Swimming pool
- Leisure spa area with spa pool, sauna and steam room
- Café

In addition, you have a number of member benefits, outlined in this pack, that we hope you'll enjoy taking advantage of. If you have any questions at all, please don't hesitate to reach out to a member of our team. We're always here to help.

*Please note, this does not include Reformer classes; these are priced separately.

## YOUR MEMBER BENEFITS

We've designed our member benefits to be an extension of our club and support your overall health in different ways. After all, catching up over a cuppa with a friend or enjoying an overnight break is just as important for your wellbeing!

Your benefits are as follows:

20% off food, hot drinks and smoothies in the Café, Plumpy Duck and Stables Bar

20% off AURA Spa treatments

20% off in the AURA Spa shop

20% off in the Health Club shop

20% off food at the Lynnhurst Hotel

10% off weddings at Bowfield*

10% off private parties/functions at Bowfield

10% off accommodation in any Manorview hotel

3 guest passes per quarter for kids or adults to use**

Free soft play access for kids under 2 when the parent is a paying member***

Free creche/childcare for kids under 2 when the parent is a paying member***

In addition, we'll often share exclusive member discounts, perks and offers, so please keep your eye out for those!

*Please refer to Terms & Conditions for full details.

**You must use your 3 passes within the quarter; they cannot be rolled over. You can use them separately or at once as long as they are used within the quarter.

***All children who are non-members will be charged for soft play entry.

## REFER A FRIEND

As a member, if you refer a friend, you'll get a £50 Gift Voucher to spend on anything at Bowfield Hotel & Spa.

*Please refer to Terms & Conditions for full details.

# **CLUB** OPENING TIMES

## ALL CLUB FACILITIES ARE OPEN DURING THE FOLLOWING TIMES:

| | |
|---|---|
| Monday – Friday: | 6.00am – 10.00pm |
| Saturday & Sunday: | 8.00am – 9.00pm |

If you are on a Wellness Off-Peak Membership, you can access the club:
Monday - Friday, 9.00am - 5.00pm
Saturday & Sunday after 4.00pm

## POOL TIMES:

### ADULT ONLY SWIM TIMES:

During these times, under 16s are not permitted in the pool area.

| | |
|---|---|
| Monday – Friday: | 6.00am – 8.30am |
| | 11.00am – 1.00pm |
| | 8.00pm - 10.00pm |
| Saturday & Sunday: | 8.00pm - 9.00pm |

### SUPERVISED SOFT PLAY SESSIONS:

| | |
|---|---|
| Monday - Friday: | 9.45am – 11.45am |
| Saturday: | 10.00am – 12.00pm |

## MEMBERSHIP TYPES

# WELLNESS

Our Wellness Membership offers 7-day access to all our Health Club facilities. With 40+ fitness classes, a gym with cardio suite and resistance training areas, a pool, sauna and steam room, our club has everything you need to support all aspects of your health and wellbeing.

The Wellness Membership includes:

- Gym
- Swimming pool
- Leisure spa area with spa pool, sauna and steam room
- Fitness classes*
- Aqua classes
- Spin classes in our dedicated spin studio

Plus, all of our amazing member benefits!

Pricing:
Single Membership: £86 per month
Joint Membership: £135 per month

Please note that a one-off joining fee of £100 for single membership and £175 for joint membership is also payable. To qualify for a joint membership, members must live in the same household/reside at the same address and provide proof of address at sign-up.

*Please note, this does not include Reformer classes; these are priced separately.

## MEMBERSHIP TYPES

# WELLNESS *PLUS*

Our Wellness Plus Membership takes everything you love about our Wellness Membership and elevates the experience. The centrepiece is full access to our stunning AURA Spa Experience, which features our outdoor hydrotherapy pool with countryside views, the perfect place to unwind after a workout, or simply because you deserve it.

The Wellness Plus Membership includes:

- Gym
- Swimming pool
- Leisure spa area with spa pool, sauna and steam room
- Fitness classes*
- Aqua classes
- Spin classes in our dedicated spin studio

Plus:

- Welcome gift of branded robe
- Complimentary towel hire
- Access to AURA Spa Experience
- 1 x spa treatment per quarter (up to £105 in value; choose from our ESPA Inner Beauty Facial or Traditional Full Body Massage)
- 3 Programme Coaching sessions with your Fitness Coach to use within your first year of membership - personalised guidance to train confidently and make real progress

Plus, all of our amazing member benefits!

Pricing:

Single Membership: £128 per month

Joint Membership: £214 per month

Please note that a one-off joining fee of £100 for a single membership and £175 for a joint membership is also payable. To qualify for a joint membership, members must live in the same household/reside at the same address and provide proof of address at sign-up.

*Please note, this does not include Reformer classes; these are priced separately.

## MEMBERSHIP TYPES

# OFF-PEAK WELLNESS

Looking to access the club at quieter times? Then our Off-Peak Wellness Membership is for you. Get full use of all facilities Monday - Friday, 9.00am - 5.00pm, and on weekends after 4.00pm.

The Off-Peak Wellness Membership includes:

- Gym
- Swimming pool
- Leisure spa area with spa pool, sauna and steam room
- Fitness classes*
- Aqua classes
- Spin classes in our dedicated spin studio

Plus, all of our amazing member benefits!

Pricing:
Single Membership: £68 per month
Please note: Off-Peak is not available as a joint membership.
No discount is available against this membership type.

Please note that a one-off joining fee of £100 is also payable.

*Please note, this does not include Reformer classes; these are priced separately.

## MEMBERSHIP TYPES

# REFORMER

Our Reformer Membership is designed for those who want to focus on Reformer Pilates. Available as a Wellness, Wellness Plus, or Off-Peak Wellness option, it includes access to our specialised Reformer classes and full access to our club.

The Reformer Membership includes:

- Inclusions and benefits from Wellness, Wellness Plus or Off-Peak Wellness
- Reformer Pilates classes (12 classes per month)

Plus, all of our amazing member benefits!

Pricing:

Wellness Reformer Single: £135
Wellness Reformer Joint: £233
Wellness Plus Reformer Single: £177
Wellness Plus Reformer Joint: £312
Off-Peak Wellness Reformer: £117

Please note a one-off joining fee of £100 for single membership and £175 for joint memberships is also payable. To qualify for a joint membership, members must live in the same household/reside at the same address and provide proof of address at sign-up. Off-Peak is not available as a joint membership.

## MEMBERSHIP TYPES

CHILDREN, YOUNG PERSON, STUDENTS, & SENIORS

### Children:

Any child under the age of 16 can be added on to any Wellness Membership at an additional cost of £22 per month.

Their membership also includes access to our soft play!
Please note, soft play is for under 12s only.

### Young Person Memberships:

If you are a young person aged 16 or 17 years old, you can get a 25% discount on our single or joint Wellness Membership.

### Student Memberships:

If you're in education, you can get a 25% discount on our single or joint Wellness Membership.

### Senior Memberships:

If you are 60+, you can get a 25% discount on our single or joint Wellness Membership.

Please note: Proof of ID will be required to receive any of the above discounts. Discounts will only be applicable per person who has proof of ID.

Please note that a one-off joining fee of £100 is also payable.

# MEMBERSHIP APPLICATION

(Mr/Mrs/Miss/Ms)_____ First Name _____

Surname_____ Date of Birth _____

Address_____

Postcode_____ Home Telephone _____

Mobile Telephone _____

Email_____

Membership Type Applied for _____

Referred by (if applicable) _____

Emergency Contact _____ Contact Number_____

How did you hear about us?_____

Please list below any associate applicants (Joint & Child Memberships)

| Name | Date of Birth | Email Address | Mobile No. |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

I, and any associates listed above, hereby apply for membership of Bowfield Hotel & Spa and agree to abide by the Conditions of Membership and Rules of the Club

Member Signature _____ Date _____

Office use only:

Joining Fee Payment _____ Subscription Payment _____

Pro Rata Payment _____

Team member_____

# INFORMED CONSENT

I, the undersigned, being aware of my own health and physical condition, and having knowledge that my participation in any exercise program may be injurious to my health, am voluntarily participating in physical activity.

Having such knowledge, I hereby acknowledge this release, any representatives, agents, and successors from liability for accidental injury or illness which I may incur as a result of participating in said physical activity. I hereby assume all risks connected therewith and consent to participate in said programme.

I acknowledge that Bowfield Hotel & Spa operate an unmanned swimming pool and spa area which has appropriate safety equipment provided and is monitored by CCTV. I hereby accept responsibility for my own safety whilst using the facilities. I agree to disclose any physical limitations, disabilities, ailments, or impairments which may affect my ability to participate in physical activity or in using the facilities.

| Signature | Signature 2 | Date |
|---|---|---|
| | | |
| Print Name | Print Name 2 | Date |
| | | |
| Signature of parent/guardian (under 16) | | Date |

# INSTRUCTIONS TO YOUR BANK OR BUILDING SOCIETY TO PAY DIRECT DEBIT

DIRECT Debit

Please fill in the whole form using a ball point pen and send to: Bowfield Hotel & Spa, Howwood PA9 1DZ

Service User Number

| 8 | 0 | 0 | 2 | 9 | 5 |
|---|---|---|---|---|---|

Name & full postal address of your Bank or Building Society Branch

To: The Manager — Bank/Building Society

Address

Postcode

Reference

Instructions to your Bank or Building Society:

Please pay Manorview Hotels Limited T/A Bowfield Hotel & Spa Direct Debits from the account detailed on this Instruction subject to the safeguards assured by the Direct Debit Guarantee scheme. I understand that this information may remain with Bowfield Hotel & Spa and, if so, details may be passed electronically to my bank or building society

Name(s) of Account Holder(s)

Pro rata payment:

Signature(s) of account holder(s)

Bank/Building Society account number

Branch Sort Code

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

**This Guarantee should be detached and retained.**

DIRECT Debit

## The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- If there are any changes to the amount, date or frequency of your Direct Debit, Manorview Hotels Limited T/A Bowfield Hotel & Spa will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request Manorview Hotels Limited T/A Bowfield Hotel & Spa to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of your Direct Debit by Manorview Hotels Limited T/A Bowfield Hotel & Spa or your Bank or Building society, you are entitled to a full and immediate refund of the amount from your Bank or Building society
  - If you receive a refund you are not entitled to, you must pay it back when Manorview Hotels Limited T/A Bowfield Hotel & Spa asks you to.
- You can cancel a direct debit at any time by writing to your Bank or Building society. Written confirmation may be required. Please also notify Manorview Hotel Limited

# TERMS & CONDITIONS

1. Introduction
To help you get the best out of Bowfield Hotel & Spa and to fully understand our responsibilities to you and your responsibilities to us, please read these terms and conditions carefully.

2. Definitions
"Bowfield" means Bowfield Hotel & Spa, owned & operated by Manorview Hotels Limited, incorporated under the Companies Acts with registered number SC276964 and having their registered office at Bowfield, Bowfield Road, Howwood, PA9 1DZ
"Joining Fee" means an Joining Fee payable to Bowfield at the beginning of your membership. You can get details of the Joining Fee from Bowfield;
"We" and "Us" means Bowfield;
"You" means the lead member;

3. Applying for membership
In order to become a member, you must submit your completed application form to the Reception. Please note that Bowfield reserves the right to reject an application.

4. Membership
a) Your membership will begin on the date of payment of the Joining Fee.
b) Your membership will run for a minimum period of 3 months.
c) You are entitled to cancel your membership at any time after 3 months on providing the Bowfield with 2 full calendar months' notice in writing or emailed to **membership@bowfieldhotel.co.uk**. Cancellation payments are not pro-rated, and we will collect payment for two full calendar months following the date notice is given, regardless of usage. Your membership will remain active until the end of this notice period. Example: If you submit your cancellation request on September 15th, your final two payments will be collected on October 1st and November 1st. Your membership will remain active until November 30th, after which it will end automatically.
**Membership continuation following 3 payments:** Following 3 payments, your membership will continue on the same monthly rate on a rolling month to month basis. Membership rates may be subject to annual price increases.

5. Starting your membership
A one-off Joining Fee payment of £100 for single memberships and £175 for joint memberships is payable at the point of joining. To qualify for a joint membership, members must live in the same household/reside at the same address and provide proof of address at sign-up. You can change your mind about joining.
To do this you must give notice in writing within seven days from the date of your membership application.

6. Payment methods
Monthly via Direct Debit:
a) Your membership fees are due between the 1st – 5th of each month, and cover that month.
b) You must pay your membership by making monthly payments by direct debit, unless we agree otherwise.
c) You must complete and return a direct debit mandate confirming that you are authorised to set up payments from the account.
d) For junior applicants, a parent or guardian must complete the direct debit mandate.
e) Any member paying by direct debit will be notified of any changes to their direct debit payment.
f) Where a membership has been paid annually in advance, no refunds will be issued if the member chooses to cancel the membership prior to the end of the term.

7. Missed payments
a) If you do not pay your membership fee when it is due, we will make contact to let you know.
If you are paying by direct debit, we will try to take payment again later in the month for the payment you have. Failure to make payment by the 14th of each month will result in a late payment charge of £20.
b) We may refer any missed payments, including any future payments that are due as part of your contract, to a debt collection agency.
c) If you fall behind with your membership payments for more than 30 days, we may charge you an administration fee of £50
d) If you do not pay for your membership, we may prevent you from entering the Club until all outstanding sums are paid in full. This does not mean we will end your membership.
e) If the outstanding amount remains unpaid, we reserve the right to cancel your membership after 30 days.
f) Cancelling your direct debit does not mean you have given us notice to end your membership.
You must give us written notice in line with clause 4 above.

8. Freezing your membership
a) You can freeze your membership at any time (other than after you have given us notice to end your membership) for a period of between one and three months within any twelve-month period.
b) A monthly £5 fee will apply per member, per month.
c) Only monthly rolling direct debit memberships are eligible to be placed on freeze. Annual (paid-in-full) memberships cannot be placed on freeze.

# TERMS & CONDITIONS

d) Requests to freeze your membership must be made in writing or emailed to:
**membership@bowfieldhotel.co.uk**
e) Any request to freeze a membership must be submitted on or before the 19th of each month to take effect for the following month. Requests submitted after the 19th will not take effect until the next available month, as amendments cannot be made after this date.
f) Membership freezes are permitted only in cases of medical condition or injury, and the Club reserves the right to request satisfactory evidence or documentation to support any freeze request. Approval of a freeze is conditional upon receipt of such evidence when requested.

9. Ending your membership

a) The notice periods for ending each membership are set out in clause 4 above.
b) You must continue to pay your membership fees until your membership ends.
c) Your membership will end at the end of your notice period which is 2 calendar months' notice.
A request to end your membership should be:

i. Handed in to the Health Club Reception for the attention of the Health Club Manager.
ii. Or sent via email to **membership@bowfieldhotel.co.uk**
iii. The request will be actioned from the date the request is received by the Club.

10. General

a) Membership fees will be reviewed annually and determined by Bowfield.
b) Members must present their card and/or FitSense app on every visit.
c) At least 8 hours notice must be given to cancel a pre-booked activity or class. Failure to attend a booked class, or cancellation within the 8-hour cancellation period, will result in a strike being recorded against the member's name. Once a member accumulates three (3) strikes, their class booking privileges will be suspended for a period of seven (7) days. For paid Reformer classes, cancellations made within 8 hours of the scheduled class time are non-refundable and non-transferable. Cancellations made more than 8 hours in advance may have the amount paid transferred to a new class.
d) Bookings can only be accepted where a membership card is produced, or in the case of a telephone booking where the membership number is quoted.
e) Bowfield reserves the right to exclude members if their behaviour is deemed inappropriate or constitutes a risk without any refund of fees paid.
f) Attempted use of a membership card by a non-member may result in cancellation of your membership without any refund of fees paid.
g) Access to the Club may be restricted during seasonal and festive holidays and maintenance closures. There will be no refund for any variations in access times or restriction to facilities.
h) To access health suites and to use the weights area of the fitness suite, members must be aged 16 years or over.
i) To access group fitness classes, members must be aged 12 years or over but with restrictions.
j) Under 16 year olds must be supervised when using the pool.
k) Other age restrictions may apply.
l) Bowfield Hotel and Spa holds the right to change the membership offering and areas included in membership, however at least one months notice will be provided. Members will be allowed the right to cancel their membership with no further notice in the event of any changes that affect the membership they have purchased.
m) Smoking and vaping is not permitted within any area of the Health Club, this includes outside areas.

11. Data Protection

a) We will comply with the Data Protection Act 1998, the Data Protection 2018 and the General Data Protection Regulation (GDPR) (EU) 2016/679.
b) We will deal with all information we hold about you in line with your privacy policy.

12. Weddings

a) You must have been a member at Bowfield Health Club for a minimum of 12 months at the final payment date (4 weeks prior to the wedding date).
b) Discount is valid only where you are one of the individuals getting married.
c) 10% discount will be applied at the final payment date (4 weeks prior to the wedding date).

13. Guest Passes

a) Guest Passes cannot be used for access to AURA Spa Facilities.

14. Refer a Friend

a) The £50 referral payment is only rewarded to the member upon the referred member having served a minimum 3 month period.

Signature ☐ Please tick to confirm you have read and agree to Terms & Conditions

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