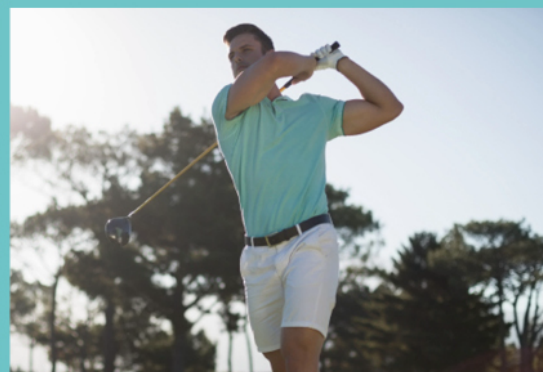




CLUB GUIDE

The following information has been produced to ensure that all members are assured of a comfortable and enjoyable experience on every visit to the Club.

In order to enjoy your membership please familiarise yourself with the information contained in this guide.



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INTRODUCTION

This club guide provides you with key information about our club, opening times and facilities on offer. Please ensure you have read The Club Company Membership Terms and Conditions, which includes important information regarding your membership. You can access a copy of our terms and conditions at any time by logging into <https://golf.bentonthall.co.uk/login.php>. We will also display updates via our club noticeboards from time to time.

FOR YOUR SAFETY

Our top priority is keeping you and our team safe at the club; the following procedures are in place as standard:

- Key touch points are cleaned regularly by our in-house team during opening hours
- Deep cleaning of the club occurs overnight, every night

GENERAL

We may temporarily close facilities in order to carry out repairs or refurbishments without awarding financial compensation (except in cases of prolonged and total closure from time to time).

Except for guide dogs, no pets are allowed within club buildings and grounds.

In case of a fire please make your way to the nearest available exit in an orderly fashion when requested to do so. All fire exits are clearly marked.

Towels can be rented for £2 at main reception.

CLUB OPENING HOURS

Monday to Friday	06:00am to 10:00pm
Saturday and Sunday	07:30am to 9:00pm

Last entry to the club will be 30 minutes prior to the club closing time.

Please note that opening and closing times are subject to seasonal changes, special social events and Public Holidays.

CHECKING IN

For ease of entry to the club and, to ensure that access is controlled and monitored, we ask members (including registered infants and children), to present or swipe your membership card on every visit to the club. If you have visitors or guests with you, please ensure they are signed in with reception (there is a charge to bring guest into the health club).

Replacement membership card incur a charge of £5.

To ensure your session starts on time please follow the below arrival times:

Golf bookings: 15 minutes before your tee time

Exercise classes: 5 minutes before your class start time

BOOKINGS

Group exercise classes can be booked using The Club Company App.

Golf

Tee Times can be booked up to 7 days in advance by golf members. If playing another Club Company golf course you can book 3 days in advance.

Studio

Bookings can be up to 7 days in advance from 7:15pm.

Gym and Swimming

No booking required.

BOOKINGS CANCELLATION

Should you need to cancel a booking, we ask you give as much notice as possible. You can cancel your booking via the app or online up to two hours before the class starts, or by calling reception. We operate an automated no show system. If you do not show or check in for your class three times within a 30 day period, your booking privileges will be revoked for 7 days. Each time you have missed a class you will receive a notification via email and in the app. Please note that the following applies to all classes including junior classes:

- You must check in via the gates before the class starts to confirm your attendance.
- If you are late, please ask reception to check you in as the gate won't register your attendance once the class has started.

- Each check in lasts for two hours, you will be checked in for back to back classes with one gate entry. If you attend a class after the initial two hours please ask reception to check you in.

This applies to both golf and health & fitness bookings. In the case of golf events and private hire bookings, separate conditions apply in accordance with the event booking form.

USE OF FACILITIES – HEALTH CHECKS

For your safety and your benefit, new members are offered a health check, equipment induction and a personalised program with one of our wellness advisors prior to using the Health and Fitness facilities for the first time.

All guests are required to complete a medical declaration and check-in with one of the wellness team prior to using any of our health and fitness facilities. Please ensure that your guests sign the appropriate disclaimer form upon registration, before using the facilities. We advise all members and guests not to undertake strenuous physical activities for which you may be medically unfit.

Prior to taking part in any group exercise, you must inform the instructor of any injury, illness or other health condition that may prevent you from completing some or all of the exercises planned.

Before undertaking general unsupervised use of facilities, including pool, spa, sauna and steam room, it is your responsibility to ensure you are of suitable fitness and health condition to carry out the activity.

GYM

Monday to Friday	06:00am to 10:00pm
Saturday and Sunday	07:30am to 9:00pm

Last entry will be 30 minutes prior to the gym closing.

Our qualified Wellness team is available to offer help and support wherever needed. Your assigned Wellness Advisor will remain on hand to monitor and update your training programme throughout your membership.

GROUP EXERCISE

We have a wide range of exercise classes, including holistic, aerobic, strength and resistance, that are available at the club that are updated from time to time. You can find our current timetable on the club website or on the The Club Company app. Members are able to book classes up to 7 days in advance and bookings open at 7:15pm.

We also offer a wide selection of on-demand workouts and live-streaming classes. To take advantage of this service simply log into the member's portal, click the drop down menu and click on home workouts.

All classes are taken by experienced and qualified instructors; and are included within your membership. Occasionally, specialist classes or courses may incur an additional charge. To ensure that all classes remain safe and enjoyable, numbers will be limited and advance booking is required. Please arrive 5 minutes before the start time.

Members' guests may only attend a class subject to payment of the appropriate guest fee, provided a space is available on the day - advance booking is not permitted.

Members and guests are required to follow the double sanitisation protocol, cleaning the equipment with viricidal product before and after use.

SWIMMING POOL

Monday to Friday	06:00am to 9:45pm
Saturday and Sunday	07:30am to 8:45pm

Designated family times for children aged 0-15 years inclusive in the pool are as follows (it's adult only at all other times):

Monday to Friday	9:00am to 7:00pm
Saturday and Sunday	9:00am to 7:00pm

In the evenings, please ensure you leave the wet area with enough time to vacate the facilities by the club's closing time.

As we run a variety of classes in the pool, including aquarobics, individual and group swimming lessons and children's tuition, from time to time the pool may be restricted.

Lane swimming is available for those who wish to have an uninterrupted swim but are for continuous lap swimming only. Children over the age of 13 whom are competent swimmers can use the pool for lane swimming during the adult times, this can be restricted by the club and the club management can amend or change this policy without notice to suit the running of the pool.

Children under 8 years old must be accompanied at all times by an adult in the pool unless the child is attending a club organised swim school. Babies and toddlers are not be left unattended at any time and this includes leaving them poolside in car seats/child seats while a parent/guardian uses the pool or wet facilities.

Children aged 8-15 years old inclusive must be accompanied by an adult at all times in the pool area.

At the discretion of management, non-member carers may accompany child members under the age of 11 to swimming lessons, when the parent member is not available.

All users, including babies and children, are required to wear conventional swimming costumes only. Infants aged 0 – 3 years inclusive are required to wear an aqua-nappy when using the pool.

For health, safety and hygiene reasons it is necessary to observe the following rules:

- Please shower before entering the pool
- No running, jumping and diving in the pool and surrounding area
- No flippers, snorkels, inflatables or balls except as provided by the club during organised sessions
- Crockery and glasses are not permitted on poolside
- No food or drink is to be taken into or consumed in the pool area
- Shoes (that are not covered with over-shoes), prams and pushchairs are not permitted within the pool area
- Members knowingly suffering from any medical condition that could cause infection or illness to other users should refrain from using the pool and associated wet facilities
- Shaving is prohibited in all wet areas
- Mobile phones are prohibited in all wet areas
- Children are not permitted in the changing room of the opposite sex after their eighth birthday

STEAM ROOM, SAUNA AND SPA POOL

Monday to Friday	06:00am to 9:45pm
Saturday and Sunday	07:30am to 8:45pm

In the evenings, please ensure you leave the wet area with enough time to vacate the facilities by the club's closing time.

Our Steam Room, Sauna and Spa are for the use of adult members and guests over the age of 16.

We ask you and your guests to familiarise yourselves with the advice notices displayed adjacent to each facility

For health, safety and hygiene reasons it is necessary to observe the following rules in these areas:

- Please shower before and after using the facility
- Members and guests with certain medical conditions (including but not limited to low or high blood pressure, cardiac irregularities, asthma or pregnancy) should not use the sauna, steam room and spa without prior medical consultation and consent. If there is any doubt, please do consult your doctor
- The maximum permitted time that any person should spend in the sauna, steam room or spa is 15 minutes

THE CLUB BAR AND PULSE BAR

Monday to Friday	07:00am to 10:00pm
Saturday and Sunday	07:30am to 10:00pm

Please note opening and closing times are subject to seasonal changes and special social events. Kitchen opening times may vary from opening times.

If you would like to place an order, please do so at the bar.

Due to licensing constraints and, as a courtesy to other members, please observe the following rules:

- Children under the age of 13 must be supervised at all times
- No food or drink may be brought into and consumed within the bar areas

CLUB CARD

For the benefit of our adult members, we offer a club discount card for the purchase of items within the club. Simply swipe your card at the point of purchase and 10% will be automatically deducted from your bill. This is available on the majority of items and can be used when visiting other clubs.

When adding to your levy account, this money is non refundable and must be used in full prior to the cancellation of your membership.

CRÉCHE

Monday	08.30am – 2:00pm
Tuesday	08.30am – 2:00pm
Wednesday	08.30am – 3:30pm
Thursday	08.30am – 2:00pm
Friday	08.30am – 3:30pm
Saturday	08.30am – 12:30pm
Sunday	08.30am – 12:30pm

Opening hours may vary, please check with Reception for latest opening times.

The Crèche is open weekdays and weekends and is available for registered infants, from 4 weeks until they reach their 8th birthday, for maximum periods of 2 hours in any one day. The Crèche enables members to enjoy club facilities whilst their children have fun under the close supervision of our team. Additional charges will apply for the use of Crèche facilities and are required prior to use.

If you would like to use of the Crèche, please bear in mind the following:

- Booking is required 7 days in advance to use the facility; should we reach our statutory capacity level no admission will be permitted
- Parents must provide all nappies, baby creams and wipes required during each visit
- Food and drink is permitted as long as it is within a labelled container and given to Crèche staff on arrival
- Parents must advise Crèche staff of any allergies suffered by their children
- Parents or guardians who leave their children in the Crèche must also be present to collect them. Another person may only collect the child when specific arrangements have been made.
- Children must not be brought to the Crèche if suffering from any infectious illness or condition
- If your child is a member, you can book the Crèche up to 7 days in advance. Non members can book on the day.

USING THE CLUB WITH CHILDREN

To help provide parents with a clear understanding of the facilities available to children, and the supervision required when using the club, we have summarised the main points below. If you have any specific questions please don't hesitate to call the club and speak to our reception team:

- Children are to be supervised at all times
- A Junior Health Questionnaire must be completed by a parent/guardian prior to your child participating in any organised activity including golf tuition, school holiday camps and teen gym sessions
- It is the responsibility of the parent/guardian to notify the club of any changes in medical history or emergency contact numbers for their child
- Parents/guardians are required to remain within the confines of the buildings (not out on the golf course) for the duration of any organised children's activity lasting 2 hours or less
- For organised children's activities lasting more than 2 hours parents/guardians are permitted to leave site if pre-arranged with the club in advance, ensuring they are contactable at all times
- Parents/guardians must remain at the club whilst their child is in the Crèche
- Children under the age of 16 are not permitted to use the gym or attend a group exercise class, unless in a class or dedicated time specially arranged by the club (J GYM)
- Children under 8 years old must be accompanied at all times by an adult in the pool unless the child is attending a club organised swim school
- Children aged 8-15 years old inclusive must be accompanied by an adult at all times in the pool area
- The sauna, steam room and spa facilities are only available to members aged 16 and over
- Children are not permitted in the changing room of the opposite sex after their 8th birthday
- Junior golf Members must be accompanied by a parent/guardian on the golf course and practice areas until their 13th birthday
- Children under the age of 13 must be supervised at all times by a parent or guardian unless in an organised activity.

J GYM

Our J Gym sessions are available for children between the ages of 11 - 15 years old at the following time:

Monday to Friday	4:00pm to 8:00pm
Saturday and Sunday	11:00am to 8:00pm

During school holidays and bank holidays we may extend the times for J Gym sessions:

Monday – Sunday: 11:00 – 20:00 (subject to change)

All parents of new J Gym members are required to complete a Junior Health Questionnaire prior to or on their first visit. Parents need to be in the gym whilst their child is there.

J Gym members have restricted use of equipment in the gym. They are allowed to use the cardio machines and functional equipment (medicine balls, vipers, bands, agility ladder, battle rope etc). They are allowed to use dumbbells up to 10kg and kettlebells up to 12kg. If you are unsure, please contact a member of the wellness team to help.

GOLF FACILITIES

- All tee times to be booked in advance and online or in the Pro Shop
- All players must check in at the Pro Shop prior to playing
- The maximum number of players per group is 4 at any one time, unless specific rules mention lower number at specific time
- Please arrive at the 1st tee no more than 5 minutes before your tee time
- Please repair pitch marks and rake bunkers after use
- Use the IG app to enter scores for competitions
- Junior golf members must be accompanied by a parent/guardian on the golf course and practice areas until their 13th birthday

Golf bookings may be made up to 7 days in advance via intelligentgolf or pro shop (during opening hours) for members.

Your usage of the golf course, including access times and playing rights, are determined by your membership category. An overview can be found towards the end of our guide but full details are in your membership terms and conditions.

We ask that all Golf members and guests familiarise themselves with the rules, etiquette and dress code of the game prior to using the golf course.

Our local course rules are printed on our golf scorecard, available at the Pro Shop. Club staff are always on hand to advise, should you require any guidance at all with a golfing related matter.

Use of the course may be restricted during adverse weather conditions or essential grounds maintenance.

CHANGING ROOMS

Our lockers operate on a daily coin return basis and are provided for members to store personal belongings while they enjoy the facilities of the club. Any items left overnight will

be removed to lost property. Please note:

- Children of the opposite sex are not permitted in the changing room once they have reached their 8th birthday
- Shaving and the use of razors is not permitted in the shower area.
- Liability for loss or damage to property of members and their guests, including property stored in lockers, is strictly limited to any loss suffered as a result of negligence of The Club Company or its staff as laid down in The Club Company Membership Terms and Conditions.
- Property left in lockers and not reclaimed will be donated to charity or disposed of after 2 weeks.

SMOKING

In accordance with the law, smoking of tobacco products or vaping is not permitted in any of the club buildings. To ensure we maintain an enjoyable environment for all, the club also prohibits the use of all electronic smoking devices within any building. Anyone wishing to smoke or use an electronic smoking device must do so in a designated smoking area.

DRESS CODE

Please wear comfortable workout clothing when exercising and ensure you comply with the golf dress code when using the golf facilities. When using the social areas of the club appropriate clothing must be worn at all times.

LOST PROPERTY

Lost property found on the premises should be handed into the club Reception. Items will be stored for two weeks and if they are not reclaimed within that time items will be donated to local charities or disposed of.

Items left in lockers when cleared out will be stored for 2 weeks and if not reclaimed within that time items will be donated to local charities or disposed of.

GUESTS

Please ensure all guests are signed in at reception. Upon payment of the appropriate fee, your guest will be permitted to use club facilities. We ask you to ensure your guest abides by our club rules. Any person whose membership of the club has been declined or terminated will be refused entry as a guest.

Members under the age of 16 years are not permitted to introduce guests.

PARKING

Parking in the disabled bays is strictly for members with disabled badges. Parking in the parent and child bays is strictly for parents visiting the Club with children, however, after 6pm general members can park here and prior to 9am. Parking in the electric charging bays is reserved for those members wishing to charge their vehicles.

USING OTHER CLUBS IN THE CLUB COMPANY GROUP

Health Club Use

You are able to use the facilities at any health club within the group (except Castle Royle) at the times in line with your own membership category. Bookings for studio classes are not available for advance bookings but are available on the day if there is a space available.

Golf

7 day and 5 day adult golf members are able to play at any other course in the group booking up to 3 days in advance.

Use of other clubs can be amended locally by the General Manager without notice if circumstance is appropriate.

MEMBERSHIP CATEGORIES

Please note that from time to time these categories are subject to change. Please refer to the current membership category and benefits form available from the club.

Membership of the club comprises of the following categories:

FULL GOLF (includes complimentary 7-day Health & Fitness access)

PARTNER – 7-day access to the golf course and health & fitness facilities

INTERMEDIATE (19-20 years inclusive) – 7-day access to the golf course and health & fitness facilities

JUNIOR (5-18 years inclusive) – use of the golf course 7 days per week

WEEKDAY GOLF (includes complimentary Off-Peak Health & Fitness until 5pm weekdays)

Health and Fitness Only

INDIVIDUAL – 7-day access to the Health & Fitness facilities only

LIFESTYLE – 7 day access at restricted times: Monday – Friday 12noon – 5pm and Saturday and Sunday 2pm – close (last entry to the club is 4.30pm during the week and 7:30pm at weekends)

INTERMEDIATE (16 - 20 years inclusive) – 7-day access to the health & fitness facilities only.

JUNIOR (5-15 years inclusive) - use of the swimming pool and access to the Pulse Café (must be supervised by an adult)

INFANT (0-5 years inclusive) - use of the swimming pool and access to the Pulse Café (must be supervised by an adult)