



STOBO SPA CLUB



Membership Application Form

The Stobo Spa Club

Please complete your personal details below and Direct Debit Form overleaf and return to:
Jo Sutherland, Fitness Manager, Stobo Castle Health Spa, Stobo, Peeblesshire, EH45 8NY.

Name:

Address:

City:

Postcode:

Tel:

Email:

Date of Birth:

Next of Kin or person to be contacted in case of emergency:

Name:

Contact Tel:

Doctor's Name:

Address:

Tel:

Reasons for joining:

Improve Fitness Level

Social Reasons

Relaxation

Lose Weight

Other

Signed:

Date:

Cost:

Stobo Spa Club Membership. Access: 7.00am to 9.30pm, 7 days per week
£125 per month, plus £250 joining fee.

Membership fees are settled monthly by Direct Debit. Membership is for a minimum of 6 months and members must be aged 14 or over.

Facilities

Gym

Our gym has a fantastic range of Precor cardiovascular and strength equipment, with the Queenax Functional Rig and Peloton Bike taking centre stage.

A gym induction is included in the membership, as is a Body Composition Analysis.

Pool

The 25m UV treated swimming pool offers panoramic views across the Borders countryside.

Our daily AquaFit class takes place at 10am.

Outdoor Hot Tubs

Our three outdoor hot tubs feature seating for guests and members to enjoy a soothing water jet massage whilst admiring the stunning landscaped gardens.

Health Suites

Members have full use of the spa facilities. In the Ladies Health Suite you will find the Laconium, Crystal Steam Room, Aromatic Steam Room, Experience Showers and Ice Fountain.

Adjacent to the pool there is a glass-fronted, mixed Sauna and Crystal Steam Room.

Hydrospa

Stobo's advanced Hydrospa has Airloungers designed to give a full body massage. It also features an airpad that supplies millions of bubbles to give an invigorating and refreshing standing massage. Two giant water fountains deliver an excellent neck and shoulder massage.

Classes

Members receive full access to a structured programme of fitness, well-being, and aqua classes - available 7 days per week. The Stobo Spa Club reserves the right to charge additional fees for certain specialist classes.

Please see www.stobocastle.co.uk/fitness for information on the classes and our full fitness schedule.

Appropriate clothing and trainers must be worn when using the gym and attending classes.

Security

For health and safety reasons, all members must sign in and out at Spa Reception when using the facilities.

Benefits

Membership includes:

- ✓ Unlimited use of the Spa – including 25m UV pool, Swedish Sauna, Steam Room, three outdoor hot tubs, Hydrosipa and Relaxation Suite.
- ✓ Full access to the gym including a gym induction and complimentary Body Composition Analysis.
- ✓ Full access to our programme of fitness and aqua classes seven days per week and use of our floodlit tennis court and equipment.
- ✓ Complimentary use of bathrobes, towels and lockers.
- ✓ 20% discount on personal training sessions
- ✓ 10% discount on Courtyard Boutique purchases.
- ✓ One guest visit per month @ £55 (mid-week) or £65 (weekend). Subject to availability. Members must request a guest visit at least 24 hours prior to arrival.

Spa Club Membership Terms & Conditions

I. Introduction

Welcome to Stobo Castle Health Spa. Our Spa Club is designed to provide a peaceful, restorative and luxurious environment for all Members. These Terms & Conditions are intended to ensure the comfort, safety and enjoyment of all who visit. By completing your membership application, you agree to comply with these Terms & Conditions.

2. Definitions & Interpretation

In these Terms and Conditions, we use the following defined terms:

“Company” means Stobo Castle Health Spa which provides the Spa Club and its facilities for the benefit of the Member.

“Spa Club” means the facility provided at the designated Stobo Castle Health Spa.

“Member” means a Spa Club Member.

We encourage all members to comply with these Terms and Conditions to ensure a positive experience for everyone. Non-compliance may lead to restricted access or termination of membership. We reserve the right to make amendments to these Terms and Conditions at any time. If we do this, we will give reasonable advance notice by email.

3. Membership Eligibility & Commencement

Spa Club membership is available to individuals aged 14 years and over. Members under the age of 18 must be accompanied at all times by an adult aged 18 or above.

You may apply for membership either by:

- (a) downloading an application form from our website, completing it and returning it to us by post; or
- (b) completing an application form in person at the Spa Club.

Please remember to complete the direct debit section at the end of the application form, without which we will not be able to process your membership application.

All applications are subject to acceptance by the Company. Due to high demand, applications may be subject to a waiting list. Once your application has been accepted, you will be contacted to arrange an induction, which must be completed in person before you can use the Spa Club facilities.

These Terms and Conditions and your membership with the Company will take effect from the start date confirmed by the Company following acceptance of your application.

To cancel your membership, you may do so at any time by giving at least four (4) weeks' written notice to the Company by email to jo@stobocastle.co.uk. You are not required to attend in person to cancel your membership.

4. Membership Term, Fees & Payment Terms

There is a minimum term of six (6) months in respect of your membership (the "Minimum Term"). You may cancel your membership any time within the initial 14-day cooling off period.

We will notify you at least one (1) month in advance of the expiry of the Minimum Term to remind you that your membership will continue unless cancelled, and annually thereafter. Following expiry of the Minimum Term, you may cancel your membership by giving one (1) full calendar month's written notice by email to jo@stobocastle.co.uk.

Membership to the Stobo Spa Club provides access to the Spa Club between 7:00am and 9:30pm, seven (7) days per week, 365 days of the year, and is subject to a monthly fee of £125. In addition to the monthly fee, there is a one-off, non-refundable joining fee of £250 which is payable upon enrolment.

On joining, Members must pay the first month's membership fee together with the joining fee in person at Spa Reception (typically at the time of induction). Thereafter, monthly membership fees will be collected in advance by Direct Debit, commencing from the second month of membership.

Membership fees may be paid either:

- a) monthly in advance by Direct Debit from a UK bank account under a recurring payment arrangement;
or
- b) by prepayment of six (6) months' membership fees in a single lump sum at the applicable rate.

Where payment is made by Direct Debit, the monthly subscription will be collected on the 1st day of each month. If payment is not received within seven (7) days of the due date, the Company reserves the rights to terminate your membership.

All membership fees are subject to annual review. We will provide at least three (3) months' prior notice by email of any increase in membership fees. If you do not wish to accept a price increase, you may terminate your membership by giving one (1) full calendar month's written notice. In such circumstances, the Minimum Term shall be deemed to be waived.

Except where stated otherwise, the Spa Club requires one (1) full calendar month's written notice to terminate membership.

If a former member rejoins the Spa Club within twelve (12) months of termination, a new membership agreement will be required. In such cases, an administration fee of £25 per person will be payable in place of the standard £250 joining fee.

Nothing in these Terms and Conditions affects any rights you may have as a consumer under applicable law, including the Consumer Rights Act 2015 and the Digital Markets, Competition and Consumers Act 2024.

5. Membership Benefits

Membership benefits include:

- Unlimited use of the Spa Club facilities, including the 25m UV Swimming Pool, Swedish Sauna, Steam Room, Hydrosipa, Relaxation Suite, and three Outdoor Hot Tubs.
- Full access to the gymnasium, including a comprehensive gym induction and annual complimentary Body Composition Analysis. The gym is equipped with a wide range of Precor cardiovascular and strength equipment, alongside the Queenax Functional Rig and Peloton Bike.

- Full access to a structured programme of fitness and aqua classes, available 7 days per week. The Spa Club reserves the right to charge additional fees for certain specialist classes.
- Use of the floodlit Tennis Court and equipment, subject to availability.
- Complimentary provision of bathrobes, towels, and lockers for use during each visit.
- 20% discount on Personal Training sessions.
- 10% discount on purchases within the Courtyard Boutique.
- One guest visit per month, available at £55 (mid-week) or £65 (weekend), subject to availability. Guest visits must be requested at least 24 hours prior to arrival.

Members will no longer be able to receive these benefits if they terminate their contract. These benefits also cannot be accessed during periods of membership suspension.

Benefits included in memberships have no monetary value. No compensation is given on cancellation of membership.

Member discounts do not extend to guests. All guest services and purchases must be paid for at full price.

6. Guest Visit Policy

The maximum number of inclusive guest visits available on joining and on each renewal is one (1) per month ("Guest Pass"). Guest Passes are non-transferable and each Guest Pass permits entry one (1) guest only.

A minimum of 24 hours' notice is required for all guest bookings. Failure to book a guest in advance may result in the guest being refused entry. Bookings are subject to availability and to management's discretion. Stobo Castle Health Spa limits the number of guest passes available on any given day for health and safety reasons.

Guest Passes are valid for use by non-members only and may not be used by active or suspended members to access the premises outside their permitted membership entitlements. Any misuse will result in the relevant Guest Pass being forfeited.

All guests must be accompanied by the member for the full duration of their visit.

All guests are required to sign in at the Spa Reception desk on arrival and complete the required medical form before using the facilities.

Guest Passes can only be used during Spa Club opening hours.

Members are responsible for ensuring that their guests are aware of, and comply with, these Terms and Conditions.

7. Use of Facilities & Conduct

The Company will provide the Spa Club services with reasonable care and skill in accordance with the Consumer Rights Act 2015.

For health and safety reasons, all Members must sign in and out at the Spa Reception before and after using the facilities.

Spa Club opening hours are determined by the Company and may be varied from time to time. The Company may, acting reasonably, alter opening hours or temporarily withdraw access to all or part of the facilities for

maintenance, repair, refurbishment, health and safety reasons, or due to circumstances beyond its reasonable control (including, for example, adverse weather conditions, public health incidents, or other unforeseen events). The Company will use reasonable endeavours to minimise disruption and to provide advance notice where practicable.

Last entry to the Spa Club will be allowed up to 30 minutes before closing time. Access to the facilities will not be permitted within 30 minutes of closing.

From time to time, certain facilities or equipment may be unavailable (including due to breakdown, maintenance, or repair). The Company will use reasonable endeavours to rectify such issues as soon as reasonably possible. This does not affect your statutory rights.

The gym may be unsupervised at certain times of the day. Members must use all facilities responsibly and in accordance with any guidance provided. Members who have medical conditions, injuries, are pregnant, or are unfamiliar with gym equipment, should seek advice from the Fitness Team prior to use.

Members must wear suitable exercise clothing and appropriate footwear when using the fitness facilities.

Members must leave all workout areas clean and tidy. Equipment must be returned to the designated storage areas/racks provided after use and wiped down, in the interests of hygiene and courtesy to other Members.

Members are requested to arrive for classes in good time. Whilst every effort will be made to ensure the accuracy of the class schedule, the Fitness team reserves the right to cancel or reschedule classes where reasonably necessary.

Only food purchased from on the premises may be consumed within the Spa Club. Alcoholic beverages and illegal substances must not be brought into the Spa Club. Violation of this rule will result in immediate exclusion from the Spa Club and may result in termination of membership.

In accordance with the Health Act 2006, Stobo Castle Health Spa operates a strict no-smoking policy at all times. Smoking is not permitted anywhere on the premises, and this includes the use of electronic cigarettes and vaping devices.

Use of mobile phones, laptops and other electronic devices should be kept to a minimum in communal areas to preserve the privacy and comfort of other members. Please respect those around you and avoid using your phone/ laptop in ways that may disrupt the peaceful atmosphere.

Members must behave considerately towards others at all times. Loud, abusive, or inappropriate behaviour towards Members, guests or staff will not be tolerated.

Nothing in these Terms and Conditions affects any rights you may have as a consumer under applicable law, including the Consumer Rights Act 2015 and the Digital Markets, Competition and Consumers Act 2024.

8. Lockers & Changing Facilities

We provide Male and Female changing rooms which, in accordance with applicable law, are designated for use by reference to biological sex. If you require alternative changing requirements, please speak to a member of the Fitness Team who will be happy to assist.

Lockers must only be used for the duration of your visit and must be emptied at the end of each visit.

The Spa Club reserves the right to open and clear any locker where necessary (including where items have been left beyond the permitted period or for health and safety reasons). Any property removed from lockers, or otherwise left on the premises, will be treated as lost property and passed to housekeeping.

All bags must be stored in lockers and must not be taken into the fitness areas.

Property belonging to Stobo Castle Health Spa (including, without limitation, towels, and toiletries) is provided for use on the premises only. Removal of such items from the premises may result in suspension or termination of membership and may lead to further action.

9. Liability & Risk

All Members and guests use the Spa Club facilities entirely at their own risk, subject always to the provisions set out below.

Nothing in these Terms and Conditions excludes or limits the Company's liability for death or personal injury caused by its negligence, or for any other liability which cannot be excluded or limited under applicable law.

The Spa Club, the Company, and their staff shall not be liable for any loss, theft or damage to personal property brought onto the premises, except where such loss or damage arises as a result of the Company's negligence.

The Spa Club, the Company, and their staff shall not be liable for any injury, illness or accident sustained by Members or guests while on the premises, except where such injury, illness or accident arises as a result of the Company's negligence.

Members and guests are responsible for ensuring that they are medically fit to use the facilities and participate in any activities. Members and guests should seek appropriate medical advice before using the facilities or engaging in any activities or treatments, particularly where they have any pre-existing medical conditions, injuries, are pregnant, or are otherwise unsure of their fitness to participate.

Any accident, injury or incident occurring on the premises must be reported to Spa Reception as soon as reasonably practicable, together with details of the circumstances in which it occurred.