

## CORE STUDIO MEMBERSHIP TERMS AND STUDIO RULES

The rules of the studio may be amended, varied, deleted and added to from time to time at the discretion of the management, these are available online at [www.coredirection.com](http://www.coredirection.com) and must be adhered to by all members and guests of members at all times.

In these terms "Core Direction ", "us", "we" or "our" means Core Direction LLC and "you" refers to all members guests and visitors who must comply with these Rules.

These Rules are incorporated into a Member's Contract with us and compliance with these Rules is important to uphold the standards at our studio and to enable Members to get full enjoyment from their Membership. Any person who does not comply with these Rules may be ejected from or denied access to a Club or may have their Membership terminated by Core Direction LLC.

### MEMBERSHIP

- i. Membership is for the sole use of the registered applicant and is non transferable and non refundable.
- ii. Membership entitles Members to participate in timetabled Core Series Classes which are held inside or directly outside Core Studio. We offer different types of membership and the types of memberships offered by us may change from time to time.
- iii. You should contact Core Studio reception or visit [www.corestudiome.com](http://www.corestudiome.com) if you would like further details of different types of studio membership that are available. Each category of membership has different restrictions, conditions and benefits.
- iv. All new memberships are subject to the completion of a membership application form and subsequent approval of the studio management. Acceptance of an application for Membership the studio is at our absolute discretion (although we will exercise our discretion reasonably and in compliance with applicable laws).
- v. Monthly membership fee is payable on the 1<sup>st</sup> of every month through credit card arrangements as indicated by your signature on the **membership application form**. Failure to use the studio facilities does not eliminate the obligation to pay the monthly membership fee.
- vi. If your credit card is found to be inactive you shall be contacted on the 1<sup>st</sup> of every month to make payment directly at the studio. A fee of 50dhs per month will be charged for late payments made after the 15<sup>th</sup> of the month.
- vii. Membership and administration fees are non refundable upon registration or termination of membership regardless of reason for the aforementioned.
- viii. Core Direction LLC will cancel any membership on which the fees are unpaid for 3 months. Legal action will be taken to recover outstanding dues owed by the member.
- ix. Members may suspend their membership for between 3-12 months by continuing to pay a monthly membership fee (discounted by 80%) during non use of the studio. A member must give 1 months notice in writing to the studio management prior to the first day of the month of which membership suspension is to start. Membership suspension period may not be used as notice period with respect to membership cancellation and members may not use the studio during this period. Members will be

required to hand in their membership card during the suspended period. Termination of a membership that has been suspended shall be subject to full monthly fee for the notice period.

- x. Members applying for termination from the club must complete and submit a **membership termination form** 30days in advance of the termination date.
- xi. The management may terminate the membership of any member without notice and with immediate effect if a members conduct is the subject of a complaint by another member and is considered inappropriate by the studio staff or management or if the member has breached any of the studio rules.
- xii. A member whose membership is terminated shall forfeit all the privileges of a membership with immediate effect without any claim of refund or compensation other than any fees paid in advance. He/she shall also settle any outstanding dues.

#### **MEMBERSHIP CARD**

- i. A Membership Card will be issued to each Member when they join the studio. There is a fee of AED 100 for replacement of lost, stolen or damaged cards.
- ii. Each Member must have his/her card swiped for security and verification on each visit to the studio before entering. Any Member attending the studio without a valid Membership Card may be asked for proof of identification.
- iii. A Member must not lend his Membership Card to anyone else as Membership is personal and covers only the Member's use of the studio.
- iv. On termination of Membership for any reason, the Member is required to surrender their Membership Card to the reception desk located inside Core Studio.

#### **GUESTS AND VISITORS**

- i. Core Studio members over the age of 18 may bring guests over the age of 18 to a single trial session by paying the guest fee as indicated in the studio price list current at the time of the guest's visit. The guest must also complete an **exercise activity form** prior to being issued with a guest pass.
- ii. Members must accompany their guest at all times and the Member who brings the guest remains responsible for their guest's conduct whilst they are in a Club. The Member may not leave that Club prior to their guest's departure.
- iii. Members must ensure their guests pay the appropriate guest fee or surrender a valid guest pass (if applicable) before accompanying them into the studio.
- iv. Members must ensure that their guests comply with these Rules.
- v. A Member who has "suspended" his/her Membership will not be allowed access to the studio (including as a guest).
- vi. A person may be allowed to enter as a visitor to a Club by prior arrangement/appointment subject to Core Direction management absolute discretion or in conjunction with a promotion and as such must surrender evidence of such upon entry to the studio.

- vii. Persons who have applied for Memberships but have been rejected and former Members or staff may be ineligible to be a Member, or guest, of the studio. If in doubt, the Member should check with Core Direction management for advice.

#### **GENERAL**

- i. You are respectfully requested to leave the studio punctually at time of closing. Opening and closing times are displayed in the studio reception and also on the studio website.
- ii. With the exception of bringing water to an exercise class, you must not consume any food or drink inside the studio that you have bought in from outside. You may not bring, use or be under the influence of illegal drugs or alcohol while on the premises.
- iii. Smoking is prohibited in all areas of the studio
- iv. We reserve the right to show potential Members and other individuals the studio facilities or allow them access on a trial basis.
- v. Photographs or movie shots are prohibited in the studio (including by using a camera on a mobile phone or PDA) and we reserve the right to use any individual or group photographs or movie shots of you for press or promotional purposes.
- vi. You may not bring pets (other than guide dogs) into the studio.
- vii. You should conduct yourself in a quiet and well-mannered fashion when in the studio, so as not to impair the use and enjoyment of the studio by any other person. In particular you may not use foul, loud or abusive language, nor will you molest or harass other Members, guests, visitors or Members of staff.
- viii. We may terminate your Membership (if applicable) and may eject you and refuse you re-entry to the studio if you commit a serious or repeated breach of these Rules or your Membership contract (if applicable) or you engage in any other serious misconduct.
- ix. Members of the studio, their guests and visitors and members of staff should at all times display mutual respect for each other.
- x. Complaints should be communicated privately to a member of the Studio's management, or in writing through the suggestion/comments boxes or by post to the Studio General Manager.
- xi. Only one individual is permitted in a shower cubicle at any one time.

#### **STUDIO ATTENDANCE**

- i. You must complete a Pre-Activity Questionnaire before participating in any studio class for the first time
- ii. You may not bring your own Personal Trainer into the studio or use the studio during 'free hours' unless specifically arranged with Core Direction management.
- iii. Appropriate clean exercise clothing and shoes must be worn whilst exercising. Guidance as to suitable attire may be obtained from the Studio General Manager who may, at his/her discretion, require you to leave the studio premises, if your attire is not considered suitable.
- iv. You are asked to arrive at the studio five (5) minutes prior to any class. We reserve the right to: refuse to re-book an appointment for you if you repeatedly cancel (with less than 24 hours notice) or fail to keep an appointment for class bookings

- v. You may not attend the studio whilst under the influence of alcohol or anticoagulant, antihistamines, beta-blockers, narcotics, or tranquillisers. If you have high or low blood pressure, heart disease and/or diabetes you should consult your doctor prior to becoming a member of the studio.

#### **STUDIO CLASSES**

- i. You must pre-book classes to ensure your participation in them and reserve the right to limit you to participating in only one exercise class per day during excessively busy periods or excessively popular classes.
- ii. Class timetables and instructors are subject to change from time to time without notice.
- iii. In order to avoid disturbing classes, you are requested to arrive in good time. Entrance to classes will be barred to anyone arriving more than five (5) minutes late.
- iv. Where, in the opinion of an instructor, a class is overcrowded, the instructor may restrict the number of attendees at that class. An instructor may, at any time, ask you to leave a class if you are jeopardising the safety or enjoyment of others.
- v. You are requested not to open the doors whilst a class is in progress, as this may interfere with the operation of the air-conditioning system.

#### **LOCKERS**

- i. Lockers are made available subject to availability. Core Direction does not undertake that use of a locker will guarantee that no theft of or damage to your property will occur. You should check that your household contents or other insurance policy protects you against any risk of theft.
- ii. Lockers may only be used for the purposes of keeping gym kit, toiletries and the clothing that you were wearing when you came to the studio. The keeping of any other items in the lockers is prohibited. If Core Direction has reasonable grounds to suspect that a locker is being used in breach of this Rule, Core Direction reserves the right to open the locker in question (by force if necessary) and remove any offending items.
- iii. Lockers are available for use only whilst you are participating in a studio class. Lockers must be cleared by members after each class; unclaimed properties will be kept at the studio reception for 30days after which the management reserves the right to dispose of the items. No claims shall be entertained at this time
- iv. Locker keys remain the property of Core Studio and locker keys must not be taken from the premises at any time. A replacement fee shall be charged for any loss of locker key

#### **CAR PARKING & SHUTTLE BUS**

- i. Car Parking is available as available street parking directly outside the studio, or alternatively in the large beach car park in front of JBR where the Core Studio shuttle bus will collect Core Studio members and drop of directly outside the studio every 7 minutes.
- ii. Use of the shuttle bus is by purchase of a Core Studio bus card which are available from the reception desk of Core Studio. Cards are charged at AED 30dhs and permit 10 trips on the studio shuttle bus.

#### **HEALTH & SAFETY**

- i. Participation in the activities at the studio is at the members & guests own risk and as such are advised to consult a medical practitioner prior to commencing any physical exercise.

- ii. Core Direction LLC accepts no responsibility for loss or damage to a members' or their guests' properties or for death/injuries sustained while on the premises. Members and their guests agree that no claims will be made against the company, Core Direction LLC, the management or staff for any reason whatsoever.

**CHILDREN – GENERAL**

- i. Children aged 16-18 are permitted to be Members of Core Studio if accompanied by their Parent or legal guardian or any other person who has been registered with us as someone who may bring the Child Member into the Club and take responsibility for them.
- ii. Children under the age of 16 may not use the facility or participate in regularly scheduled Studio classes.