



## Arena Health & Fitness Club

Thank you for your enquiry. I am delighted to announce that Arena Health and Fitness Club has been awarded the "Overall Winner" Award for the Hotel Leisure category, in the Ireland active National Quality Standard Awards 2022 for the second year running.

The National Quality Standard Awards (previously known as the White Flag Awards), have been in operation since 2001 and are the only industry specific award for the leisure, health and fitness sector in Ireland. They are the most sought-after and respected accolades in the industry and are a recognition of excellence and they are judged by an independent jury made up of experts from a number of nationally recognised organisations. The award which focuses on three main categories: Safety & Hygiene, Maintenance & Environment, & Customer Service.

Our focus is on a proactive approach to your wellness. Facilities include a 21 metre leisure pool, massage and bubble pools, a toddler pool, Jacuzzi, sauna and steam room, 2 fully equipped gyms and a dedicated aerobic studio. Our 1st floor gym has state of the art equipment including a complete cardio suite featuring Incline trainers, Tour de France bikes, renegade assault bikes, resistance equipment and a functional area. Downstairs, we have a dedicated strength and functional training area.

In this document, we have set out all the information you should require, that is:

1. Cost of Memberships and type of Membership
2. Application Form and Club Rules
3. An option to avail of our Direct Debit scheme (annual adult membership only)

If you wish to apply for membership, please read this document carefully and return it to me. Due to the popularity of the Club, we don't always have availability and so we cannot guarantee every application will be accepted.

I would be delighted to show you our facility and answer any questions you may have. I can be contacted by email at [arena@thegrand.ie](mailto:arena@thegrand.ie) or by telephone on 01 845 0222.

Once more, thank you for your enquiry.

*Suzanne*

---

Suzanne Byrne  
Arena Manager



# Membership Cost

	Registration Fee	Annual Fee	Monthly Fee	Monthly Fee Direct Debit (Note two month minimum)
<b>Adult Individual</b> <i>Times: Mon-Fri 6.30am to 9.45pm,            Sat. 8.00am to 8.45pm, Sun.            9.00am to 8.45pm</i>	€50	€730	€85	€150 in advance + €75 each month
<b>Adult Couple</b> <i>Times: Mon-Fri 6.30am to 9.45pm,            Sat. 8.00am to 8.45pm, Sun.            9.00am to 8.45pm</i>	€50	€1,320	€150	€280 in advance + €140 each month
<b>Off Peak</b> <i>(Mon-Fri, 8am-4pm)</i>	€50	€520	€55	€100 in advance + €50 each month
<b>Off Peak Couple</b> <i>(Mon-Fri, 8am-4pm)</i>	€50	€910	€100	€180 in advance + €90 each month
<b>Junior (15-18yrs)</b> <i>(Gym Mon-Thurs Open-6pm &amp; Fri-Sun Open-8pm. Pool everyday to 8pm)</i>	€50	€420		
<b>Child (5-15yrs)</b> <i>(Sorry, closed, waiting list available to members only. Note: no children in Pool after 7pm)</i>		€340		



## **Arena Health and Fitness Club - Rules**

### **General**

- Membership of the Arena Health and Fitness Club (hereafter known as the 'Club') entitles the Member to use of all available facilities in the centre except where restrictions apply.
- Membership is granted at the discretion of the Management and commences after full payment of the membership fee.
- Members must be eighteen years of age or over.
- The Club may terminate a Membership at any time, without obligation to provide a reason, but a proportionate refund of the Membership fee may be made.
- Membership may not be frozen and is non-transferable (including between family members).
- Membership cards remain the property of the Club. Loss of a card must be reported.
- Membership cards must be presented on every visit to the Club. There is no admittance without a valid Membership card.
- If membership is deemed to have expired if not renewed within 30 days of the expiry date. To rejoin the Club the Member must re-apply and pay the initial registration fee if accepted.
- Members are obliged to comply with all reasonable and lawful instructions from Club staff.
- Management reserve the right of admission and may at any time require a Member or Guest to leave the premises.
- Management may close all or parts of the Club for maintenance and improvement work.
- Management reserve the right to vary at any time the Rules, Membership fees, opening hours and the facilities available.
- The Club accepts no liability for any property that may be lost, damaged or stolen, either in the Club or the Carpark.

### **Health and Safety**

- Members must familiarise themselves with emergency exits and comply with all safety notices that may be posted.
- No smoking in the Club at any time. Food and drink are allowed in designated areas only.
- No-one under the influence of alcohol or drugs will be admitted to the Club.
- A health evaluation is given to all Members before they may use the Club. This is not a medical examination and Members retain the primary responsibility for ensuring their own well-being. Members should always consult their own doctor for professional advice on any fitness program.

### **Guests**

- Members may invite one guest. There is an admittance fee payable for each guest.
- There will be a guest fee for any classes or activities provided.
- Guests may not use the Gymnasium.
- Guests must always be accompanied by their member sponsor.

### **Children**

- A child membership is only granted in association with an adult Membership. A child is 1-17 inclusive.
- Children must be accompanied and supervised by the adult member.
- There are restrictions on the times when children may use Club facilities.
- A swim test must be completed by each child before using the pool. The test will comprise of swimming one length unaided, without stopping and some basic safety tests. Passing the swim test means a child may swim unaccompanied when there is a Lifeguard on duty.
- Children under 16 years are not allowed in the Sauna or Steam Room.
- No children may use the Gymnasium.

### **Swimming Pool, Steam Room, Sauna and Jacuzzi**

- Bathing caps, suitable swimwear and footwear must be worn.
- Diving is strictly prohibited.
- Children who have not passed the Swim Test must be accompanied by a parent or guardian.
- Members and Guests must observe and comply with any notices and signage displayed.

### **Gymnasium and Aerobics**

- Members will be given instruction on all equipment. Do not use equipment without instruction.
- Time limits may be set on certain machines.
- A towel must be used in the Gyms. In both Gyms and Aerobics room appropriate attire and supportive footwear must be worn.
- No glass containers are allowed. in the Gyms or Aerobics room.
- The Aerobics room is only available during class times.
- Aerobic class times are subject to change, notices will be posted. A minimum of three persons is required for a class.

### **Liability**

- Members will recognise that this facility was built in compliance with all standards pertaining in 1997. The Member uses the Club facilities at their own risk . The Club accepts no responsibility whatsoever, whether in tort or in contract, for any loss, injury or damage whatsoever sustained by a Member. The Member accepts responsibility for use of any and all facilities, equipment, machines, services whatsoever at their own risk and indemnify and hold harmless the Club, it's staff, directors, agents or representatives from any and all loss, claim, injury, damage or liability sustained or incurred by the Member or their property however caused.

# Instruction to your Bank to Pay Direct Debits

We offer you the option of paying your Membership by Direct Debit.

There are just 2 steps to complete.



## 1. Select your Payment Plan

Subscription types	<b>Annual contract with <u>Monthly Direct Debit</u></b> 2 months in advance and monthly thereafter	<i>Tick your Choice</i>
Individual Adult (18yrs +)	€150 + €75 monthly thereafter	
Couple	€280 +€140 monthly thereafter	
Off Peak individual	€100 + €50 monthly thereafter	
Off Peak couple	€180 + €90 monthly thereafter	

## 2. Sign your Direct Debit Instruction to your Bank

On the next page, please fill out all fields to instruct your Bank to establish the Direct Debit on your behalf.

### **Terms and conditions of the direct debit scheme**

*As with everything, there are terms and conditions that apply to our Direct Debit scheme. Please read these carefully before completing the form.*

1. Due to the time taken by your bank to process your application, the first 2 months payments must be made in advance.
2. The Direct Debit payment will debited once from your account on the 15th of the month and is not changeable.
3. Your Bank details are stored securely with only the Club Manager & Assistant Manager will be able to access or amend them.
4. The Direct Debit scheme is not available to Children's Memberships or for any Registration Fee. Any Registration Fee must be paid in full in advance of the commencement of the membership.
5. Direct Debit is a continuous membership, therefore there is no need to renew your membership as it will continue to run until cancelled by you. However, in the event of a price increase you will be informed when the new rates will apply.
6. One months notice of cancellation of Direct Debit must be in writing or email to the Clubon or before the 1st of the month.
7. Cancelling your Direct Debit instruction only with your Bank or verbal instruction to the Grand Hotel is not sufficient and does not cancel your membership and any outstanding membership will become due in full and immediately.
8. Should your debit be presented and rejected by the Bank, an administration fee of €15 may be applied. If your debit is rejected on 3 occasions you may be excluded from the scheme and any outstanding membership will become due in full and immediately.
9. All participants are subject to the terms, conditions, rules and regulations of the Arena Health & Fitness Club. Changes to Membership can only be processed provided adequate notice is given.
10. Changes may be made to these terms and conditions from time to time. These changes will be emailed to you or posted on the Club Notice board. Please ensure that we have a valid email address for you at all times.
11. Signing the instructions to your Bank confirms agreement to these Terms and Conditions.

**The Direct Debit Guarantee:** This is a guarantee provided by your own Bank as a member of the Direct Debit Scheme, in which all Banks and Originators of Direct Debits participate. If you authorise payment by Direct Debit, then:

- Your Direct Debit Originator will notify you in advance of the amounts to be debited to your account
- Your Bank will accept and pay such debits, provided that your account has sufficient available funds
- If it is established that an unauthorised Direct Debit was charged to your account, you are guaranteed an immediate refund by your Bank of the amount so charged where you notify your bank without undue delay on becoming aware of the unauthorised Direct Debit, and in any event no later than 13 months after the date of debiting of such Direct Debit to your account.
- You can cancel the Direct Debit in good time by writing to your Bank
- You are entitled to request a refund of any Variable Direct Debit the amount of which exceeded what you could have reasonably expected, subject to you so requesting your Bank within a period of 8 weeks from the date of debiting of such Direct Debit to your account.
- You can instruct your Bank to refuse a Direct Debit payment by writing in good time to your Bank.

