Gym Nation
Member Disciplinary Procedure

Gym Nation Ltd is the parent company that runs all Gym Nation gyms through its subsidiaries, Gym Nation London Bridge Ltd and Gym Nation Vauxhall Ltd. In this document, "Gym Nation" and "the Club" mean Gym Nation Ltd and those subsidiaries together, and this procedure applies at every Gym Nation site (currently London Bridge and Vauxhall).

Gym Nation has a Membership Agreement, which all members, guests, personal trainers and teachers are expected to follow. The Discipline Statement and this Member Disciplinary Procedure set out how Gym Nation deals with breaches of the Membership Agreement, so that every case is handled fairly and transparently.

Gym Nation (and its representatives) may refuse entry to, suspend or cancel the membership of anyone who breaches the Membership Agreement, or whose behaviour it reasonably believes puts the safety or wellbeing of members, guests or staff at risk. Any such action will be taken in line with this procedure. (See Discipline Statement below.)

OUR COMMITMENT TO FAIRNESS

Whenever we deal with a possible breach, we will:

- tell the individual clearly what they are alleged to have done;
- give them the chance to explain their side and present evidence before any formal decision is made;
- allow them to bring a friend or family member to any meeting – members under 18 must be accompanied by a parent or guardian;
- base decisions on the evidence, keep any action proportionate to what happened, and take previous breaches into account;
- where possible, have the decision made by a manager who was not directly involved in the incident;
- make reasonable adjustments for anyone with a disability or other needs, in line with the Equality Act 2010;
- confirm every formal decision in writing, with reasons and details of how to appeal; and
- keep all records confidential and handle them in line with our Data Protection Policy.

DISCIPLINARY PROCEDURE

1. **Informal resolution:** Minor issues should be resolved informally. Management or the Front of House team will speak to the individual about the improvement in conduct that is required. Examples include not putting equipment away or leaving

the gym past closing hours. A brief note of the conversation may be added to the member's record.

2. **Contact:** For more serious matters, or where minor issues continue, management will contact the individual(s) suspected of breaching the Membership Agreement to:
    a) explain the concern;
    b) invite them to a meeting as soon as possible, and within 14 days; and
    c) ask them to bring any evidence or explanation to the meeting, and to send any other relevant information in advance if available.
3. **Immediate suspension:** Where an incident involves violence, threats of violence, sexual harassment or a serious risk to safety, management may suspend the individual's access to all Gym Nation sites straight away while the matter is investigated. This is a precaution, not a finding, and the meeting will be arranged as quickly as possible.
4. **Meeting:** A member of the management team will meet the individual(s) to investigate the potential breach of the Membership Agreement. The individual(s) will have the opportunity to put forward their views and present any evidence to support their case. The meeting will focus on the potential breach(es) of the Membership Agreement and will not be allowed to veer off into other topics or issues.
5. **Decision and action:** Following the meeting, Gym Nation management (normally the General Manager of the site where the incident happened) will make a decision based on the evidence, with reference to the Membership Agreement. When deciding on a suitable resolution, management will refer to the record of previous breaches and consider whether earlier sanctions warrant a more serious sanction in this case. The decision will be confirmed by email, with reasons and details of how to appeal. If a decision can be given immediately, it will be given verbally first and then confirmed by email. All warnings and sanctions are recorded on the member's record so that staff at every Gym Nation site are aware of them.

Potential outcomes include (but are not limited to):

- **No action taken:** The matter is dropped and Gym Nation apologises to the individual(s) for any inconvenience caused.
- **Action agreed to resolve the issue:** The individual is found to be in breach of the Membership Agreement, understands this and that it cannot happen again, and agrees steps with management to resolve the matter. Management may:
    - issue a verbal warning as to future conduct; or
    - issue a written warning as to future conduct.

- **Suspension:** Management decides the breach is serious enough to suspend the individual(s) from all Gym Nation sites for a set period, decided by Gym Nation management.
- **Termination:** Management decides the breach is serious enough to permanently exclude the individual(s) from all Gym Nation sites and terminate their membership.
- **Legal action:** Management may take legal action against the individual(s) if they are considered to have carried out illegal acts against Gym Nation or made defamatory comments that could harm Gym Nation.
- **Criminal matters:** Matters considered to be of a criminal nature will be referred to the police.

If a membership is suspended or terminated, any refund of fees paid in advance will be handled in line with the membership terms and conditions.

6. **Appeal:** The individual may appeal against any formal decision by emailing management@gym-nation.co.uk within 7 days of receiving it, explaining why they think the decision is wrong. The appeal will be heard by a director of Gym Nation Ltd or a manager who was not involved in the original decision. They may review the evidence and meet the individual, and will confirm the outcome in writing within 14 days of receiving the appeal. The appeal decision is final. Any suspension stays in place while the appeal is considered.

Discipline Statement

Inappropriate behaviour is not tolerated at any Gym Nation site.

Inappropriate behaviour includes, but is not limited to:

- disrespecting equipment (e.g. not putting equipment away, or deliberately misusing or damaging equipment);
- arrogant or deliberately intimidating behaviour towards other members or in the space;
- repeatedly leaving the gym past closing hours;
- aggressive swearing and/or arguing on the gym floor;
- behaviour interpreted as aggressive towards anyone at Gym Nation, including members, the Front of House team, personal trainers, teachers, management or its representatives;
- physical violence of any kind and/or verbal threats of physical violence;
- any kind of sexual harassment (including staring, touching or comments);
- discriminatory or hateful language or behaviour;
- filming or photographing other people without their consent;
- theft; and
- supplying or using illegal drugs or performance-enhancing substances on the premises.

Membership Agreement

(as agreed when joining Gym Nation)

To help keep the atmosphere and create a respectful environment for all members, we ask that the following rules are observed. In this Membership Agreement, "the Club" means any Gym Nation site.

OPENING HOURS

The Club's opening hours, as amended from time to time, are displayed at reception.

Members must stop using the Club facilities at least 30 minutes before the Club closes to allow adequate time for showering and dressing.

GUESTS

Guests are admitted on payment of the Guest Fee in advance and must book with the Club in advance. Members must accompany their guests at all times and must not leave the Club premises before their guests. All guests must sign the guest book and complete the Physical Activity Readiness Questionnaire (PAR-Q). The Club may refuse admission to a guest for reasons of health and safety, or if the guest has previously not complied with Club rules.

FITNESS AREAS

Club-approved footwear and clothing must be worn at all times. Access to the fitness areas may be limited during classes or pre-organised sessions; details will be posted on Club notice boards.

LOCKERS

For security reasons, members and guests are asked to store personal belongings in the lockers provided. All use of lockers is governed by the membership terms and conditions. Lockers are for use during your visit only. Items left overnight will be removed the following day and treated as lost property.

LOST PROPERTY

Please hand any lost property found on the premises to the Club reception. Lost property is handled in line with our Lost Property Handling Policy, available on our website and at reception. In summary: bank cards are kept for 1 week, food and hygiene items for 24 hours, and all other items for 1 month. Unclaimed items are then returned to the issuing authority (passports and driving licences), donated to charity or disposed of safely. Items can be collected from, or transferred to, either Gym Nation site.

SAFETY AND HYGIENE

In the interest of safety and hygiene, glass and crockery (including from the café) are not allowed in the changing rooms, fitness areas, dance studios or other activity areas. No pets are allowed on Club premises, except assistance dogs. Entry to the Club is only permitted

through the Club reception and entrance. Fire exits are clearly marked and are there for safety; members and guests must not interfere with these doors for any reason. In an emergency evacuation, members and guests must immediately make their way in an orderly fashion to the nearest available exit.

CCTV

CCTV operates at all Gym Nation sites for the safety and security of members, guests and staff. There are no cameras inside changing rooms, showers or toilets. Footage is handled in line with our Data Protection Policy.

BEHAVIOUR

If any member causes nuisance or annoyance to other members, guests or Club staff, misuses the Club facilities, breaches any etiquette guidelines or otherwise behaves inappropriately, the Club may refuse admission, suspend or terminate membership in line with the Member Disciplinary Procedure. In particular, abusive language and threatening or violent behaviour will not be tolerated.

Members must respect the space and equipment and the other members around them, and must return all weights, plates and equipment they use to where they found them.

Photography and filming are not allowed unless a member of the Front of House team or management has given permission, and may never include other people without their consent. Any member of the Front of House team may withdraw permission at any time.

All house rules shown on signage around the gym, such as the Powerlifting House Rules, must be followed.

CHILDREN AND YOUNG PEOPLE

Anyone under 16 must be supervised by an adult (aged 18 or over) at all times while at the Club, as set out in the Child Admissions Policy.

COMMENTS AND COMPLAINTS

Please raise any comments or complaints with a member of Club staff. Written complaints, including complaints about how we handle your personal data, should be emailed to management@gym-nation.co.uk for the attention of the General Manager. We will acknowledge complaints within 30 days.

GENERAL

Alcohol and illegal substances may not be brought into or consumed at the Club or its grounds.

The Club is a non-smoking environment.

PHYSICAL ACTIVITY READINESS QUESTIONNAIRE (PAR-Q)

All new members must complete and sign a PAR-Q when they join. Members must disclose any physical or medical condition, injury or medication that could affect their ability or suitability to take part in physical activity, and must tell a member of Club staff as soon as possible if their health changes during their membership.

Club staff can only assess a member's health and fitness and prepare an appropriate exercise programme if they are fully and accurately informed. Health information is kept confidential, is only seen by staff who need it, and is handled in line with our Data Protection Policy.

The Club strongly recommends that all members seek medical advice before starting a new exercise programme. The Club may ask for a doctor's certificate, and may refuse a membership application if a satisfactory doctor's certificate is not provided.