

MEMBERSHIP TERMS & CONDITIONS

Membership

If joining as a Silver Member, the joiner undertakes to pay for a minimum of the next 5 months by standing orders after their original payment, and not resign without giving a minimum of one calendar months' notice in writing.

If joining as a student, it is the responsibility of the joiner to inform Prested immediately should circumstances change, and to vary payments thereafter.

All members are responsible for cancelling their standing order should they wish to cancel their membership, as Prested is not able to cancel this payment. Refunds will not be issued in cases where standing orders have not been cancelled by members.

Upon joining, all members must inform Prested Hall of all/any medical conditions that may put them at risk, and accept that the pool is not always and does not need to always be life guarded. All members acknowledge that they use the facilities at their own risk.

Gym inductions including health check are compulsory for all members who will be using the gym. This must be undertaken before usage of the gym commences.

Should members need to suspend their standing order due to illness or injury, Prested will require a Doctor's certificate. This is possible for a minimum of one and maximum of three months, after which the membership will lapse. If you then re-join, a new joining fee will be required.

No refunds for unused memberships will be made under any circumstances.

Membership Perks

Our new membership package perks are available for new joiners from 01/09/18. Current members will not be entitled to these perks until the time of their renewal.

All vouchers are non-transferable and cannot be used by persons other than the named holder. Vouchers cannot be combined with other offers or promotions. Expiry dates cannot be extended and lost vouchers cannot be replaced.

All rooms at Prested Hall must be booked in advance and are subject to availability.

Spa discounts are available for the member booking and paying for the treatment only. Prested Hall restaurant and Off Court Bistro discounts are valid on food and beverages for the cardholder plus one only. Discounts will not apply for larger groups. Membership cards must be presented at the time of payment in order for discounts to apply - discounts are not possible under any circumstances if the card is not present.

Spa treatments are subject to availability and age restrictions apply. For senior platinum, a one hour spa treatment may be selected not exceeding the value of £45. For senior gold, a 30 minute spa treatment may be selected not exceeding the value of £30. Treatments are non-transferrable. ForPlease see our Prested Spa terms and conditions separately.

Should a membership card be lost, a card replacement fee must be paid. Please speak to reception or a member of the memberships team for further details. Cards are non-refundable.

Communications

We take care to ensure that what we describe in our literature and on our website is accurate, regarding the descriptions and information about facilities available or planned to be available. Photographs are intended for general guidance only. All facilities are subject to availability. It is possible that accommodation, services or facilities may need to be adjusted or withdrawn temporarily due to maintenance, legal requirements, factors beyond our control, operational needs, the needs of other guests and/or good practice. Any typographical, clerical or other error or omission in any sales communication or literature or any other document we issue will be subject to correction without any liability on our behalf if it is a mistake of fact, save in the case of our fraudulent misrepresentation or any other liability that cannot be excluded by law.

Valuables

No responsibility can be accepted by the Company for the safety of your personal belongings (including, without limitation, money or valuables of any kind) brought to Prested Health Club & Spa.

Please note that we advise guests to remove all jewellery before using the wet facilities as chlorine in the water may cause damage. In the event that any guest decides to wear jewellery in the wet facilities, Prested Health Club & Spa takes no responsibility for any damage that may be caused or for the cost of any repair or replacement that may be required.

Prested Hall Property

All items in the Club, Spa and Hotel remain the property of the Prested Hall & Prested Health Club & Spa. We reserve the right to charge guests after departure for any items removed during their stay including but not limited to bathrobes, towelling, items in rooms, changing rooms or around the property.

Pricing and Offers

Prested Hall and Prested Health Club & Spa reserves the right to withdraw or amend offers and treatments without prior notice. Special offers are limited to one offer per booking, and cannot be used in conjunction with any other offer or promotion.

We reserve the right to withdraw or make changes to promotions at any time without notice. The prices and charges shown on the website and in other Prested Hall communications (leaflets, brochures, social media) are subject to change. Exact prices and charges will be confirmed at the time of bookings or joining. Please note that we reserve the right to raise prices and modify or discontinue services or treatments without prior notice to ensure that maximum standards of service and quality are met.

