

CLUB ETIQUETTE



GETTING STARTED

Members must complete our Health Questionnaire. Please ensure that you check-in for every visit.



BOOKINGS

Book your classes effortlessly through our online system. Remember to cancel within 4 hours of the class start time to avoid penalties under our 3-strike policy.



APPROPRIATE CLOTHING

When training at the club, we kindly request that you wear appropriate attire. Please note that clean and suitable footwear is mandatory.



PERSONAL BELONGINGS

To ensure the security of your belongings and maintain a clutter-free training environment, please utilize the lockers that have been provided.



CHANGING ROOMS

To ensure a clean and safe environment, we kindly request that members dry off before entering the dry zones. Please don't leave your belongings unattended in the changing cubicles.



POOL

For your safety and compliance with our rules, please adhere to directional signage when swimming and utilize all pool facilities in a safe manner.



TOWELS

We encourage the use of sweat towels in the training area.



CLEANING

Please use the cleaning products provided to clean your training area after use.



STUDIO DOORS

To ensure the safety and well-being of everyone, please arrive on time to your class. Those who arrive late may not be permitted entry.



MOBILE USE

Please limit phone use in the gym to music and fitness apps only. Phones are not permitted in the studios. Photography is strictly prohibited in the changing rooms.



SAFEGUARDING

We expect all members to treat others in the club with respect. Colets has a zero-tolerance policy towards any form of abusive or aggressive behavior.



BEHAVIOUR

At Colets, we have a safeguarding policy in place to protect our members. If you become aware of any safeguarding issues, please speak with our Duty Managers.



INCLUSION & DIVERSITY

Our club is dedicated to promoting a culture of inclusion, diversity, and respect towards all members. We value your cooperation and support in maintaining this environment.



SHARING & CARING

As a community club, we cater to a diverse range of users. Therefore, we kindly request that you demonstrate consideration towards other members, guests, visitors, and staff at all times.



ENVIRONMENT

Preserving the environment is a shared responsibility. Please assist us in achieving our objectives of becoming more eco-friendly.