



# CLUB POLICY

2025

## 1. GENERAL

- A • Wear sports clothing and indoor shoes (no street shoes) with non-marking soles. Training with a bare upper body is not allowed.
- B • Swimwear may only be worn in the changing rooms, pool, and wellness areas.
- C • For hygiene reasons, only swimwear may be worn — no underwear underneath or clothing on top.
- D • Outside the restaurant or terrace, only a water bottle or plastic drink bottle is permitted. You may also use the drinking fountains.
- E • Consuming food or drinks brought from outside is not allowed.
- F • Pets are not allowed inside the club.
- G • Park your car, motorbike, scooter, or bicycle in the designated areas. Parking spaces for disabled members are reserved exclusively for those with a valid permit.
- H • Do not drive faster than 5 km/h in the parking area. This rule is especially important to ensure the safety of children who may be walking there.
- I • We take great care to maintain hygiene in the club. If you notice something is not up to standard, please report it to reception so we can take appropriate action.
- J • Dispose of waste in the designated bins.
- K • Payments within the club can only be made by debit or credit card. Cash payments are not accepted (with the exception of Almere).
- L • During maintenance work, certain facilities may be temporarily closed.
- M • Personal training or other commercial (coaching) activities within our club(s) are not permitted without prior written consent and/or a valid agreement with the club. In case of violation, we reserve the right to take appropriate measures, including termination of membership.

## 2. CLUB ACCESS

- A • The club card is strictly personal and required for admission to the club.

- B • At the start of membership, we take a photo of all members linked to the membership. This photo is used to verify identity when visiting the club.
- C • Members aged 12 and under may only enter when accompanied by an adult.
- D • You are not allowed to lend your club card to third parties.
- E • In case of payment arrears, the club card will be blocked and access to the club may be denied.
- F • Any loss of the club card must be reported to the club immediately. A replacement card will be issued at the then applicable fee.

## 3. CLUB CARD

The proof of membership referred to in the General Terms and Conditions is a Club Card.

- A • After payment of the required fee, you will receive a Club Card. This card is used to register your visit upon entry.
- B • If the Club Card is lost or damaged, a replacement must be requested. Club Pellikaan will charge the applicable fee for issuing a new card.

## 4. BOOKINGS

- A • You can reserve a court or class by phone, at the reception desk, or online.
- B • Reservation rules may vary per club. Please ask at the reception desk for details.
- C • For reservations of racket sports, indoor sports, and table tennis, all participants must be registered.
- D • Multiple consecutive reservations for the same facility (outside of group classes) are not permitted and will be cancelled without notice.
- E • Club Pellikaan reserves the right to reserve courts and other club facilities for trainings, tournaments, competitions, and other purposes.

- F • Club Pellikaan reserves the right to fully reserve the swimming pool for swim exams and other events.

## 5. FITNESS

- A • Please inform the fitness instructors of any relevant medical conditions.
- B • Make use of the fitness intake to learn how to use the equipment and weights responsibly.
- C • Cleaning equipment with the designated products and returning equipment and/or materials after use is mandatory.
- D • Independent fitness training is only allowed for members aged 16 and above.
- E • See under "Youth" for the rules applying to members up to and including 15 years old.
- F • Use the lockers in the changing rooms to store bags and clothing during your workout.
- G • Using a towel during fitness training is mandatory.
- H • Making phone calls in the fitness area is not permitted.

## 6. JUNIORS

- A • Members up to and including 12 years of age are only permitted access to the club when accompanied by an adult.
- B • This accompanying adult may not leave the club, even when the children are in the Kids Club.
- C • Children under 12 years old are only allowed on the fitness floor during kids' classes.
- D • Children aged 12 to 15 may work out under parental supervision or independently with a Youth Fitness Certificate.
- E • Members aged 16 and older may train independently in the fitness area and participate in all group classes.
- F • Members up to and including 15 years old are not permitted to use the swimming pool and wellness facilities after 20:00.
- G • From the age of 8, children must use the changing room designated for their gender.

## 7. GROUP CLASSES

- A • Please make sure to arrive well in advance.
- B • Once the class has started, participation is no longer possible.
- C • Please avoid leaving the class early unless absolutely necessary.
- D • Children up to and including 15 years old are not permitted to participate in group classes.
- E • Be considerate of other members during the class.
- F • Please store bags and clothing in the lockers.
- G • Using a towel during group classes is mandatory.
- H • Cleaning and returning equipment and/or materials after the class is mandatory.
- I • Club Pellikaan reserves the right to make changes to the schedule and class times if there are too few participants or if classes cannot take place due to staff changes.

## 8. VIRTUAL GROUP CLASSES

- A • Please make sure to arrive well in advance.
- B • Once the class has started, participation is no longer possible.
- C • Please return all equipment after the class.
- D • No instructor is present during the class.
- E • Club Pellikaan reserves the right to make changes to the schedule and class times if there are too few participants or if classes cannot take place due to staff changes.

## 9. RACKETSPO RTS

- A • You may reserve a maximum of one court. Reservations can be made online via the booking app or at the club reception. Please ask at the reception desk for the rules specific to your club.
- B • Please arrive at least 5 minutes before your reserved time. If you are not present, the court may be given to another member.
- C • Play must be with your own tennis balls, non-marking squash balls, table tennis balls, or shuttlecocks. These items are also available for purchase at the reception desk.

- D • Rackets and table tennis paddles can be rented at the reception desk.
- E • Non-marking soles are required; marking shoes are not permitted.
- F • Clay court shoes are not allowed inside the club. Please remove them after playing on the outdoor clay courts or use overshoes.
- G • If there are not enough courts available at certain times, management may decide to limit playing time or require doubles to be played.

## 10. SWIMMING POOL

- A • Club Pellikaan has several pools, with a maximum depth of 1.35 meters. At this depth, an average adult can still stand without difficulty. Swimming is unsupervised by a lifeguard (as permitted by law at this depth). Use of our pools is therefore entirely at your own risk.
- B • As many of our members use the pools with their families, it is very important for parents to understand that they are responsible for supervising their children at all times. Children under 13 are therefore not allowed to swim unsupervised and must always be accompanied by an adult. This applies to all pools.
- C • Play equipment is only permitted at the designated days and times.
- D • Showering before using the pool and sauna is mandatory.
- E • Towels and bathrobes must be hung on the designated hooks.
- F • Children up to and including 15 years old are not permitted to use the swimming pool and wellness facilities after 20:00.
- G • Children up to and including 2 years old must wear a swim diaper while swimming.
- H • The use of mobile phones and cameras is not permitted in the pool area.
- I • Reserving loungers or chairs is not allowed.

## 11. WELLNESS

- A • The sauna and steam bath are quiet areas.

- B • The sauna and steam bath may only be used while wearing swimwear.
- C • Use of the sauna and steam bath is permitted for members aged 13 and older.
- D • Using a towel in the sauna is mandatory.
- E • Do not wear slippers inside the sauna.
- F • The use of soap and shampoo in the pool showers is not permitted.
- G • You are not allowed to add your own aromas to the sauna.
- H • Making phone calls in the wellness area is not permitted.

## 12. LOCKER ROOMS & SHOWERS

- A • Changing must take place in the designated changing rooms.
- B • Shaving or hair removal under the shower is not permitted.
- C • Use the lockers in the changing rooms to store bags and clothing.
- D • Entering the wet area with shoes without protection is not allowed. Please use the white overshoes provided.
- E • Please dry off in the shower before entering the changing rooms.
- F • The centrifuge is for swimwear only.
- G • Club Pellikaan reserves the right to open lockers in the evening. Any clothing or items left behind will be removed.
- H • From the age of 8, children must use the changing room designated for their gender.
- I • The use of mobile phones in the changing rooms is not permitted.
- J • Members must bring their own lock for the lockers. These are also available for purchase at the reception desk.

## 13. VISITORS

- A • Guests can purchase a day pass at the reception desk.
- B • The same person may be introduced a maximum of two times within six months.
- C • Club Pellikaan may request identification from a guest.
- D • Members are responsible for the behavior and safety of their guests. It is the member's responsibility to ensure that their guest complies

with the terms and regulations of Club Pellikaan.

- E • Management reserves the right at all times to refuse guests, to introduce guests themselves, and to determine the guest fee.
- F • Children under the age of 18 may only be introduced by a member aged 18 or older.

## 14. KIDSClub

- A • Club Pellikaan has a Kids Club where children are cared for while parents are exercising. Children must also be members in order to use this service.
- B • The Kids Club has its own set of rules. Please ask at the reception desk or the Kids Club for details.
- C • Parents must remain in the club while their child is in the Kids Club.
- D • The stay in the Kids Club may last a maximum of 2 hours per day.
- E • The Kids Club is accessible for children up to and including 12 years old.
- F • Medical conditions (such as allergies) must be communicated in advance.

## 15. ACCIDENTS, INJURY & THEFT

The management and staff of Club Pellikaan, as well as instructors from any organization authorized by Club Pellikaan, are not liable for personal accidents, injuries, or any resulting damage, injuries, or any resulting damages, nor for theft or damage to property of those using the facilities or participating in activities on or outside the premises under the guidance of an instructor.

## 16. SMOKING

Club Pellikaan stands for health. Smoking is **not permitted** in or around the entire club. This ban also applies to the terrace, entrance, and sunbathing area. The smoking ban covers all forms of smoking, including e-cigarettes and similar devices.

## 17. BEHAVIOR

- A • Members and guests are not permitted to use the club or its facilities while under the influence of alcohol, drugs, or other mind-altering substances.
- B • If a member behaves inappropriately, violently, or aggressively within the club, Club Pellikaan reserves the right to take disciplinary action. Violation of this conduct rule may result in temporary denial of access or immediate termination of membership.
- C • If immediate termination of membership applies under Article 6.7 of the General Terms and Conditions, Club Pellikaan will recover demonstrable damages from the member involved, including but not limited to unpaid membership fees for the full contract term.

## 18. EARLY TERMINATION

- A • Early termination of membership is possible if you change your place of residence and, if the increased travel time demonstrably makes it unreasonable to use the facilities, it is no longer reasonably possible to use the club facilities. Club Pellikaan applies a radius of 25 kilometers, measured from your home address to the address of Club Pellikaan. If another Club Pellikaan location is situated within this 25-kilometer radius, this situation does not apply.
- B • Such termination must be made with due observance of a one-month notice period, in accordance with Article 6.3 of the General Terms and Conditions. Demonstrable proof refers to a registration certificate from the municipality.
- C • In addition to the termination option under Article 6.3 of the General Terms and Conditions, there is also a freeze option. If you are unable to use the fitness facilities for a period longer than one month due to a demonstrable injury or illness (supported by a medical certificate from a doctor), your membership will be extended by the same period without additional membership fees being charged for that period. The regular membership payments, however, continue during the freeze period.

- D • The freeze option may be applied for a maximum period of two months and can be extended if the injury or illness persists.

## **19. INTERMIN CHANGES**

Club Pellikaan may make interim changes to the facilities offered and to opening hours. Such changes will be announced in an appropriate manner at least four weeks in advance.

Changes to group class schedules, or the cancellation of group classes due to insufficient participation or staff changes, are not covered by this provision.

## **20. PAYMENT REMINDER**

After the new payment date has passed, Club Pellikaan is entitled to remind the member once again of the membership fee due.

At the same time, Club Pellikaan may deny access to the club and charge the reasonably incurred (extrajudicial) collection costs in accordance with the Dutch Collection Costs Act (WIK), as well as statutory interest. Members

will also be informed that, in the event of non-payment, the collection will be transferred to a third party.

## **21. FEEDBACK & SUGGESTIONS**

Comments and suggestions can be submitted via the contact form on the website or at the club reception.