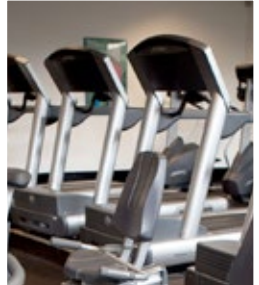


**DULWICH COLLEGE**  
THE SPORTS CLUB



**Customer Charter Booklet**

# Customer Charter

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Dulwich College Sports Club aims to provide a high quality service to all our customers matching that of all major leisure operators.

To ensure that this happens this Customer Charter sets out minimum standards that you as a customer should expect and lets you know what to do should you feel that these standards are not being met.

## Courteous and Effective Service

Trained and professional staff will offer you a friendly, polite and helpful service. Staff will be identifiable by uniform and name badge.

Staff will always be available for you to ask questions about any of our services. If they cannot answer your questions they will direct you to someone who can.

We will normally:

- Respond to voicemails within 1 day
- Answer the telephone within 3 rings
- Reply to mail and emails within 3 days
- Respond to comment forms within 5 days

## Access & Activities

We will keep to the advertised opening times and activity programmes, and notify members of programme changes with appropriate notice.

We will provide a diverse programme of activities (classes, courses, lessons and coaching) offering something for everyone whatever their age or ability. We will charge prices that offer good value for money and offer a range of discounts and concessionary rates.

We will endeavour to assist all customers with special needs. Please let us know and we will try to help.

We will check in all visitors to the club at Reception in order to protect your security.

## **Information / Communication**

We will display our activities programmes, courses and sessions on our website, in leaflets and posters.

We will provide at least 7 days advance notice of any planned maintenance, scheduled closure or programme change. However, College use must be given priority and Sports Club users are kindly requested to respect this condition.

We will provide "User Friendly" information leaflets, notice boards and signage.

## **Cleanliness & Maintenance**

Cleanliness is a key priority for the club. All areas of the club are checked at least every hour of operation. If you find an area that is below standard, please advise the Duty Manager or Receptionist.

Maintenance repairs are referred immediately to the College maintenance team and are dealt with as soon as possible.

## **Health and Safety**

We will aim to provide a safe environment and facilities for all customers and staff. We will inspect and test all facilities and equipment used by customers as part of our regular maintenance programme. If you feel that a piece of equipment is below standard, please let a member of staff know. All staff are trained in First Aid in case of accidents.

## **Customer Feedback**

If you would like to make a comment, complaint or compliment about any aspect of the service at the club, please speak to the Duty Manager. Alternatively complete a "Customer Comments Form" and return it to the club, either by mail or the post box at reception. Comments will normally receive a response within 5 working days. If you prefer to use email please write to [sportsclub@dulwich.org.uk](mailto:sportsclub@dulwich.org.uk).

We will conduct a member survey annually which will guide our planning and continuous improvement aims. We aim to secure investment in new facilities and equipment every year.

# Member Code of Conduct

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Dulwich College Sports Club aims to provide a high quality service to all our customers matching that of all major leisure operators.

In order to create a friendly, safe and welcoming environment for all we ask for the cooperation of all members and other users with the Code of Conduct below.

## Courteous Behaviour

Trained and professional staff will offer you a friendly, polite and helpful service. In return they deserve to be treated with courtesy and respect. Other club users should also be treated in a polite and respectful manner.

Dulwich College is opposed to all forms of discrimination on the grounds of race, gender, religion, and disability or otherwise. Accessible facilities are available on request.

Any member who experiences discourteous or discriminatory behaviour from a member of staff or fellow user is urged to contact the Sports Club Manager.

## General Use

Please carry your membership card at all times at the club. It is required for access and identification. Do not leave valuables unattended, or bags in the activity rooms; locker keys area available at Reception.

Rules of use for each area are clearly displayed and should be followed at all times. Instructions from club staff must be followed. This is particularly important in the Swimming Pool which will be supervised at all times by a qualified Life Guard.

Please treat all equipment with respect and follow the instructions where provided. If in doubt ask a member of staff. If you discover an equipment fault please report this to a member of staff.

- Mobile telephones should not be used inside the club premises unless in the event of an emergency.
- Please inform the club of any medical condition which may be important in case of emergency.
- Please wear appropriate sports attire for all activities.
- Please use the lockers provided. The club cannot accept responsibility for losses.
- Please pay for all activities in advance at Reception or when signing in at the session.

- Please do not use a piece of kit for an excessive amount of time when others are waiting.
- Please leave the facilities as you find them for the next user. Cleaning materials are supplied in the fitness areas.

## Safeguarding Children

The Sports Club takes this matter very seriously and has published guidelines which are displayed at the club. All members are expected to have read and comply with the guidelines. If you have any concerns about this issue then contact details are available from club reception.

- Parents are urged to accompany their children at all times.
- Children under the age of 13 must be accompanied when at the club by an adult.
- Children under the age of 8 must be accompanied in the Swimming Pool by an adult.
- Children of any age should not use any changing area alone or where adults are present. Accessible changing rooms may be used in these circumstances.
- Adults using the changing rooms should be alert to the possibility of being alone with a child other than their own and this should be avoided as far as possible.

## Accidents & Emergencies

If the fire alarm sounds please leave the building calmly and quietly and report to the assembly point in the car park in front of the club entrance.

If you witness an accident, or near accident, please report it to a member of staff. All staff are trained in First Aid and will contact the emergency services if necessary.

## Enforcing the Code of Conduct

Where it is alleged that a member or user fails to meet the standards set out in this Code of Conduct then he or she will be informed of the matter and asked for their views in writing. Allegations will normally be investigated by the Sports Club Manager with the aim of resolving and rectifying the problem. All parties involved will be informed of the outcome. However, if the matter is serious it may result in the suspension or termination of membership under the Terms and Conditions of Membership which state the following:

*“Members agree to abide by the club rules at all times and to cooperate with the reasonable requests and instructions of DCSC staff. Failure to do so may result in the suspension or termination of membership.”*

# Membership Terms & Conditions

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## Definitions used in these Terms and Conditions

“Club Rules” mean the rules governing the Member’s use of the DCSC facilities from time to time

“DCSC” means Dulwich College Sports Club owned and operated by Dulwich College Enterprises Limited (company number 03039344) whose registered office is at Dulwich College , Dulwich Common, Dulwich SE21 7LD

“Member” means any one authorised to use the facilities of DCSC subject to these terms

“Old Alleynians” means any former pupil of Dulwich College (but not JAGS or Alleyn’s Schools)

## 1. Membership

Membership of DCSC is open to any member of the public although any Member under 18 years must be part of a family membership.

Family membership may comprise a maximum of 2 adults aged over 18 and an unlimited number of dependent children of 18 or under resident at the same address. Upon attaining the age of 19 a child must take out an adult membership.

Nannies and au pairs of any age may be included on a family membership in order to supervise child members using the facilities. This includes use of the swimming pool with the children. Nannies and au pairs wishing to use other facilities themselves must join under the Student category of membership.

Student Members must be at least 18 years of age. School holiday Members must be at least 18 years of age, and must be either relatives of current Members or be Old Alleynians.

Some form of identification, including the new Member’s signature, will be required at the time of joining. For new Members wishing to pay by Direct Debit, confirmation of bank details (e.g. cheque guarantee card) must be produced.

At the time of joining an application form and a Direct Debit mandate must be completed and signed. On completion of an application form a Member will be bound by these terms.

Additional family Members added at a later date must have their application form countersigned by the head Member of the family.

DCSC reserves the right to reject any application for membership or refuse membership, or refuse admission, without giving any reason for doing so.

## 2. Joining and Subscription Fees

A Joining Fee is payable at the time of joining DCSC. Old Alleynians and parents of current Dulwich College students are currently exempt from paying a Joining Fee. The Joining Fee is non-refundable and becomes payable again if membership is allowed to lapse at any time.

On joining, Members will be asked to pay a pro-rata subscription to cover the period between the joining date and the date on which the first Direct Debit payment is payable by cash or credit/debit card.

Direct Debit payments will be drawn from the account specified on or about the first working day of each calendar month.

If a Direct Debit payment is rejected by the member’s bank or building society Members will be informed of this situation and asked to settle the missed payment.

Should a Member fail to make any subscription payment on time DCSC reserves the right to refuse access to DCSC and to terminate the membership on 14 days notice whereupon all charges will become due and payable by the Member.

Joining and Subscription fees are subject to change at any time. The annual review will normally take place in August and prices updated from 1 September. Members will be informed of any changes to their Direct Debit arrangements at least 14 days prior to implementation. Joining and subscription fees are not refundable.

## 3. Suspension and Termination

There is no minimum term contract other than a minimum of 12 months for Student Members. Membership may be cancelled

at any time (or in the case of Student Members any time after the expiry of the initial 12 month period) by giving one month's notice in writing, such notice to commence on the last day of the calendar month in which the notice has been given. (See Contact Us on the website for details of who to contact). The Club will automatically cancel your Direct Debit mandate after collecting the final payment but at the end of the notice period you are advised to notify your Bank or Building Society to cancel your Direct Debit instruction.

In exceptional circumstances (e.g. long-term illness, working abroad etc.) membership may be suspended for between two and six full calendar months at the discretion of the management. One month notice is required, and suspension cannot be backdated.

#### **4. Membership Cards**

All Members will be issued with a membership card and must carry their card at all times when visiting DCSC. Lost membership cards must be reported to DCSC immediately and replaced. There is a fee of £5 for replacement cards.

Children will not be issued with their own membership card until aged 13.

#### **5. Liability**

All Members and their guests use DCSC facilities at their own risk and DCSC will accept no responsibility for any illness, injury or accident howsoever caused, other than liability that may arise from the negligence of DCSC or its staff.

Any Member or guest who suffers an accident on DCSC premises must report the accident and the circumstances under which it occurred to the DCSC manager or member of staff in charge immediately following the accident.

DCSC's liability for damage or loss to Member's property is strictly limited to any damage or loss suffered as a result of negligence of DCSC or its staff. In particular DCSC will not accept liability for money, valuables or other personal property of Members or their guests. Property stored in DCSC lockers is stored at the owner's risk. Vehicles, motorcycles and bicycles parked or left in DCSC car parks or elsewhere on the premises and all contents in them or on them are left at the owner's risk.

#### **6. Use of the Facilities**

Members agree to abide by the Club Rules at all times and to cooperate with the reasonable requests and instructions of DCSC staff. Failure to do so may result in the suspension or termination of membership. Club Rules are listed separately and displayed on signs and notices around DCSC.

DCSC reserves the right to amend the Club Rules at any time and without notice to Members. Notification of any change will be displayed on DCSC notice boards.

Age restrictions for children:

Access to the club unaccompanied\*

- Minimum age 13

Access to Fitness Suite - Minimum age 14

Swimming without an responsible adult in the pool - Minimum age 8

Changing in wrong gender changing room

- Maximum age 8

\*Children aged 12 and under can be accompanied into the club by an adult or a responsible older child aged 13 or more. However, children aged under 8 must be accompanied by an ADULT when using the Swimming Pool.

Cancellation of any bookable activities within 24 hours of the scheduled start time may result in a cancellation charge. This also applies to no-shows.

DCSC reserves the right to close some or all of the facilities to its Members and their guests for public holidays, for periods of maintenance work, or for occasional special events usually connected with Dulwich College. These periods will not normally exceed one week, and ample notice will be given wherever possible.

Adult members may bring guests from time-to-time. Guests must be introduced at reception. Guests are not entitled to use the Fitness Suite or Weights Room unless specifically cleared to do so by a Fitness Instructor or Club Duty Manager. Squash guests are not permitted.

For reasons of safety, security and hygiene, bags and personal belongings should not be taken into the Fitness Suite or Free Weights Room. Please use the changing rooms and lockers provided.

Terms and conditions for Class Pass and Online Booking are published separately. Details are available from DCSC reception and the DCSC website.