

## **Customer Code of Conduct – BG Life**

Welcome to BG Life! To ensure a safe and enjoyable experience for all users, we kindly request that you follow these guidelines:

### **1. Health and Consideration:**

- If you are feeling unwell or have any contagious condition, we request that you refrain from using the facilities until you are fully recovered.

### **2. Booking Sessions:**

- Please book your sessions in advance to ensure availability and smooth access to the facilities.
- Bookings can be made using our Aneurin Leisure Trust app or BG Life website for members 8 days in advanced of the booked session.
- Non-members can book by calling or dropping into your local facility 7 days in advance of the booked session.
- Spaces are limited, so to avoid disappointment, please book in advanced.

### **3. Fitness and Gym:**

- Please ensure you have received a gym induction by a member of the BG Life team.
- Respect others' personal space and maintain a safe distance while using gym equipment.
- Use equipment responsibly and adhere to the posted instructions for proper use.
- Clean and return all equipment to its designated area after use.

#### **4. Swimming:**

- Shower before entering the pool area to maintain hygiene.
- Follow the marked lanes and respect other swimmers' space.
- Avoid congregating at the wall during rest periods to allow others to pass.
- After swimming, exit the pool via the changing area.

#### **5. Fitness Classes:**

- Arrive on time for your scheduled fitness class and book yourself in at reception.
- Follow the instructor's guidance and safety instructions during the class.
- Clean and return any equipment used to its designated area after the session.

#### **6. Outdoor Pitches:**

- For outdoor pitch bookings, please adhere to the allotted time and respect other users' booking slots.
- Use the designated areas for specific activities to avoid conflicts with other users.
- Please refer to the booking policy at each facility.

#### **7. General Consideration:**

- Your safety comes first: we prioritise your safety and well-being above all else. Our facility is equipped with safety measures, well-maintained equipment, and clear signage to guide you through your visit safely.
- A clean and welcoming environment: we take pride in maintaining a clean and inviting space for you to enjoy. Our restrooms, changing rooms, and common areas are regularly sanitised to provide you with a hygienic experience.

- Easy accessibility: we want everyone to feel welcome at our facility. We provide accessible entrances, ramps, and lifts, making it easier for all individuals, including those with disabilities, to access our services.
- Helpful and knowledgeable staff: our friendly staff members are here to assist you with any questions or concerns. They are well trained and ready to make your visit as enjoyable as possible.
- A family-friendly atmosphere: if you're visiting with children, rest assured that we have clear supervision guidelines and designated spaces to ensure their safety and enjoyment.
- Peaceful and enjoyable ambiance: we strive to maintain a pleasant atmosphere where you can relax and have fun without excessive noise disruptions.
- Secure and comfortable: your security is important to us. We have implemented security measures, including CCTV cameras and staff, to ensure your peace of mind during your time with us.
- Eco-conscious practices: we care about the environment and have adopted eco-friendly practices, such as energy-efficient lighting and recycling bins, to minimise our impact on the planet.
- Transparent policies: we believe in clear communication. Our membership rules, guest policies, and any facility regulations are readily available to keep you informed.
- Your feedback matters: your feedback is valuable to us. We encourage you to share your experiences and suggestions with us, so we can continuously improve and tailor our services to meet your needs.
- Exciting events and updates: stay connected with us for the latest updates on events, offers, and facility improvements. We want you to be a part of our vibrant community.

- Enjoyment with peace of mind: our regular risk assessments ensure that you can enjoy our facility with peace of mind, knowing that your safety is always our top priority.
- We aim to provide a safe and enjoyable environment for all our visitors. Your cooperation and responsible use of the facilities are greatly appreciated.

Thank you for being a part of BG Life. Enjoy your time here!

Facility Management Team