



CLUB RULES - VIRGIN ACTIVE THAILAND

Everyone at Virgin Active Fitness Clubs must play by the Rules. The Rules aren't just any old rules - they're part of your official Virgin Active Membership Agreement and have been lovingly prepared by our legal guys. So please take a moment to get familiar with what they have to say.

WHO SHOULD PLAY BY THE RULES?

The Virgin Active team, Virgin Active members ("members" or "you") and their guests.

WHY?

- So we can keep ourselves nice, safe and maintain Club standards.
- So everyone, especially you, can have a good time at our Clubs.

PLAYING FAIR

Unlike some rules, like only having chocolate once a week, our Rules can't be broken. If you don't comply, we may ask you to leave the Club, deny you Club access, or (if it's really serious) terminate your Membership. We will of course be fair when applying our Rules (which we'll do at our discretion). While we're not here to rain on your parade, we will consistently apply our Rules so that everyone can work out in a safe and comfortable environment.

THE ODD CHANGE

We may change these Rules occasionally. When this happens, we'll let you know in advance by popping a notice on Club display boards or screens

or by updating our website (www.virginactive.co.th). Please be sure to keep an eye out for any changes.

THE BUSINESS END OF THINGS FROM THE GET-GO

1. Always respect other Club members, guests and our staff. Please use the Club in a way that doesn't disturb, detract or impair anyone's experience.
2. Be kind to yourself. Talk to your doctor before starting a new fitness program or using our Club facilities.
3. All members and guests must fill in a Health Check Questionnaire before using Club facilities. We may ask for a medical certificate from your doctor confirming you are safe to exercise.

MEMBERSHIP

4. Membership entitles Members to use the facilities available at their Home Club, and at other Clubs according to a Member's type of membership and our Reciprocal Rights Policy. We offer different types of Memberships and facilities at each Club, the types of membership and facilities offered by us may differ from Club to Club and may change from time to time. Check with your Home Club for the different membership options available.
5. Every time you enter our Clubs please present your Membership Card or inform your Membership ID at reception.



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6. No-one else may use your card or your Membership.
7. If your Card is compromised, lost or stolen, you'll need to organize a new one and pay the replacement fee (set out in your Home Club Price List).
8. If your Membership Dues aren't up to date, or your Membership is frozen, suspended or terminated, Club access and Online Workout will be denied.
9. On termination of your Membership, please return your Membership Card.
10. If we terminate your Membership, it will be at our complete discretion as to whether you are eligible to join any Virgin Active club in the future. The decision to terminate a membership is communicated with all Clubs in Thailand.

IF YOU BRING A FRIEND

11. Only members, and those that have our permission, can be in our club areas.
12. At our discretion, members may bring guests to our Clubs by paying the guest fee set out in your Home Club Price List.
13. Guests must play by these Club Rules.
14. You must accompany your guest(s) at all times, be responsible for their behavior and make sure that they play by these Rules. Please don't leave our Club prior to your guest's departure.
15. You may not access our Clubs as a guest if your Membership is frozen.
16. The Clubs are adults-only and strictly for ages 16 and above.

GENERAL CLUB USE

17. We'll post opening and closing times on Club display boards and our website (www.virginactive.co.th).
18. Don't bring alcohol or illegal drugs into our Clubs.
19. You may bring guide dogs into our Clubs. Carers may enter our Clubs with the member they are caring for but cannot work out in the Club when caring for a member.
20. Don't use the Club facilities while under the influence of alcohol, anticoagulants, antihistamines, beta blockers (unless you provide medical clearance), narcotics, or tranquilizers or any other substance that would impact your ability to exercise safely.
21. Don't smoke inside or near the entrance to our Clubs. This includes e-cigarettes and similar devices.
22. Please leave the Club punctually and prior to our published closing times. Some areas of our clubs close 15 minutes prior to Club closing such as swimming pool, spa pool, steam room, so be sure to listen out for announcements in club and follow directions of staff.
23. If you are taking audio, photos, videos or live streaming in our Clubs please respect other member's privacy including ensuring that you do not photograph film members or live streaming without their consent and by ensuring that you are not



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detracting from other members' experience using the Club. Absolutely no photos videos or live streaming are permitted in the change rooms or pool area (including Steam Room, Ice Room and Salt Room). We reserve the right to ask you to delete content off your device or remove it from social media if we deem it inappropriate.

24. Unless we give the OK, please don't take any pictures, photographs, films, videos or live streaming via any form of recording device, including phones or cameras, of our Club premises for your own business.
25. You'll need to pay for any loss or damage caused by you or your guests while in the Club.
26. We may provide trial access to our Clubs for potential members and others.
27. Only Virgin Active merchandise (including food and drinks) is to be sold within our clubs, members are not allowed to sell anything without prior permission.
28. Virgin Active provides services and facilities, including consumable goods in changing area and V café such as coffee, tea, sugar or etc. These services and facilities are meant to use only inside our clubs. (applicable to clubs with V café areas)
29. To ensure a relaxing and work-free environment for all our members, Virgin Active strictly prohibits the conduct of any business activities

within the club premises. Our facilities are dedicated spaces for exercise, relaxation, and personal well-being.

30. Virgin Active team members will not be responsible for receiving personal deliveries or holding personal items for members.
31. Social spaces and internet stations at Virgin Active are created for sharing. Please do not leave your personal belongings unattended. Any belongings kept unattended for more than 30 minutes will be removed.

EQUIPMENT, THE TRAINING FLOOR AND STUDIOS

32. Use equipment for its intended purpose. Follow the instructions provided, including instructions given by our team members and all relevant signage. Ask for help if you need it. Please do not bring your own equipment into our Clubs. Items such as boxing gloves, cycle shoes and yoga mats are ok. If unsure, please reach out to our Virgin Active team member.
33. Be sure to let us know if any of our equipment is broken or unsafe.
34. No food or bags on the training floor or studios.
35. Only drinks in plastic or aluminum bottles containing water or sport drinks are OK to bring onto the training floor and studios.
36. Please be mindful and do not use mobile phone while occupying machines/exercise areas. You may

be asked to share machines/exercise areas.

37. Please think of other people by returning weights and equipment after use.
38. Please wipe down equipment, in all studios and on the gym floor with our wipes provided, after use.
39. To ensure cleanliness, the use of traditional chalk is prohibited in our club. We recommend liquid chalk.

CLASSES

40. All group exercise classes need to be pre-booked (via MyLocker) as they have maximum capacities. If you can no longer attend a class, please cancel your booking.
41. Timetables and instructors may change without notice. Where possible, we will post the details on Club display boards. In the event of an emergency class cancellation, such as an instructor's illness, Virgin Active will notify members via phone or SMS or email.
42. To keep things fair, you can have six bookings at any given time and three of these can be hot classes. Cancel before 10 pm to avoid strikes. Cancellations after 10 pm and before one hour of the class start time incur one strike. Cancellations within one hour or no shows incur two strikes. If six strikes are incurred in a calendar month, maximum bookings at any given time will be reduced to one booking for four weeks (28 days).

43. We want to start classes on time as your time is precious. Please arrive a few minutes early to set up your equipment and make sure you warm up before you get physical. If the class has started/or the studio door is closed, you will not be able to join.
44. Our instructors will limit the number of attendees to maintain the class quality.
45. Please do not use and put the silent mode on your mobile phones during a class and follow all directions from our instructors in relations to phone placement and safety.
46. For safety reasons, please refrain from using the studio during non-class hours, especially the cycling studio and the reformer studio
47. Virgin Active reserves the right to arrange and change class type, time, the amount of class provided and assigned instructors.
48. Please follow all instructions given by our smiley instructors.

WHAT (NOT) TO WEAR

49. Exercise gear fit for purpose must be worn at all times in our Clubs. For example, t-shirts/tops (no bare chests) and closed exercise footwear must be worn at all times including when moving between classes and change rooms. No shoes are OK only when you're in the change room, pools, salt, steam and ice rooms, recovery zone, lifting area (while doing certain exercise) or in a studio where the class requires this.



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50. Grip socks must be worn for all Pilates Reformer classes. You can bring your own or purchase them in club.
51. Boxing wraps must be worn around your hand during boxing classes. You can bring your own or purchase them in club. We want you to practice in a safe environment.
52. If you're unsure of what to wear, ask a Virgin Active team member.

LOCKERS, CHANGE ROOMS AND YOUR BELONGINGS

53. Lockers are available to store your gear while using the Club (if they're not all full). We can't guarantee that the use of a locker will stop theft or damage to your stuff from occurring and we do not accept liability for any theft, except where due to our negligence.
54. Lockers may only be used for the usual suspects like gym kits, toiletries and the clothes you have on when you arrive at our Clubs. Don't keep anything else in your locker. If we have reasonable grounds for suspecting that a locker is being used for something else, we reserve the right to open it and remove any offending items.
55. Lockers are available for use only while you're on club premises. Any gear left in lockers overnight will be removed, unless of course you have rented a permanent shoe locker just for you. We are not responsible for any lost items. If it's not collected in 7

days, we'll donate it to charity as with any other lost and found property.

56. Only one person can be in a shower cubicle at any one time.
57. All towels and Virgin Active member clothing must be returned to the relevant areas. If towels or Virgin Active member clothing is not returned, we reserve the right to charge you for the replacement cost of such towels, clothing, and amenities.

THE POOL (IF THERE IS A POOL AT YOUR CLUB)

58. For health, safety and hygiene reasons you must always have your ears turned on and obey the instructions of our lifeguards and any signages around the pool. You should always wear a swimsuit or swimwear. And no diving and jumping.
59. Swimming pool lanes may be reserved for lessons and/or group exercise classes from time to time. Please check Club timetable for these times.
60. Be aware that lifeguards are not on duty at all times.
61. Only Swimwear and water sports suit are allowed when use at pool and aqua lounge.
62. Swimming caps are recommended for people with shoulder-length hair or longer.
63. Only drinks in plastic or aluminum bottles containing water or sport drinks are OK to bring into the pool and aqua lounge.



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64. No electronic items to be used whilst in the pools and spa pool.
65. Please always shower before entering the pools.

STEAM ROOM, ICE ROOM, SALT ROOM AND RELAXATION AREA

66. For health, safety and hygiene reasons members and guests should:
 - a. always shower before entering the Steam room, Salt room, Ice room and the Relaxation area;
 - b. Steam room, Ice room and Salt room are not to be used unclothed;
 - c. never shave in the Steam room, Salt room and Ice room or the Relaxation areas. Do not bring personal belongings in the mentioned areas;
 - d. not use oils, creams or cosmetic products in the Steam room, Salt room, Ice room or the Relaxation areas;
 - e. not take reading material such as newspapers into the Steam room, Salt room, Ice room or the Relaxation areas; and
 - f. do not touch or attempt to dry clothing on the Salt Room stove or wall. (it's a serious fire hazard)
67. Use Steam room, Salt room, Ice room and the Relaxation areas in moderation (not more than 20 minutes each time) and take heed of any relevant medical advice.
68. Pregnant women should avoid using the steam, salt and ice rooms.

PERSONAL TRAINING

69. Only Virgin Active Fitness Club Fitness Professionals can provide personal training in our clubs. Please don't bring your own trainer into our Clubs. We reserve the right to ask you to stop the session if we reasonably believe you are using your own trainer.
70. Virtual or online personal training by non-Virgin Active employees is not permitted in our clubs, to respect the privacy of all members. For personalized fitness support, we encourage you to consult our in-house Exercise Experience Coaches for dedicated, personal guidance.

SAFETY

71. Don't mess around with fire doors or fire exits and please don't block fire exits with equipment.
72. Please follow any health and safety notices displayed in our Clubs. Please let a Virgin Active team member know if you are hurt or injured before you leave the Club.
73. In an emergency or when an announcement is made, have your ears turned on and follow the Club staff's instructions at all times. If you don't evacuate when asked we will treat this as a serious breach of these Rules.
74. Before you use our climbing wall, you will need to successfully complete an induction and sign our climbing wall agreement.

LAST BUT NOT LEAST

75. We are not responsible for your property if it is damaged or lost while in our Clubs.
76. Virgin Active may occasionally take photographs/ images/ video or live streaming of the Club and its facilities (including members). We'll try our best to get your OK beforehand (so you can glam up) but this may not always be possible. We reserve the right to use these photographs/images for commercial purposes without payment.
77. We use CCTV to monitor any incidents at our Clubs.
78. Club Price Lists will change from time to time.
79. Virgin Active reserves the right to reduce operating hours or close on specific days. We will use our best effort to notify members in advance.
80. We reserve absolute discretion when approving membership applications.