

VIRGIN ACTIVE SINGAPORE CLUB RULES



Everyone at Virgin Active must play by the Club Rules ("Rules"). The Rules aren't just any old rules - they're part of your Virgin Active Membership Agreement and have been lovingly prepared by our legal beagles. 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, visitors and contractors, so we can keep ourselves safe, maintain Club standards and so that everyone, especially you, can have a good time at our Clubs.

PLAYING FAIR

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. Each of our Clubs may also have their own operational rules (on display in the Clubs) which you must also comply with.

THE ODD CHANGE

We may change these Rules occasionally. When this happens, we'll let you know by updating our website (virginactive.com.sg) or other digital platforms. Please be sure to keep an eye out for any changes.

FROM THE GET-GO

1. Always respect other Club members, guests, visitors and our team members. Please use the Club in a way that doesn't disturb, intimidate, harass, discriminate against, endanger, detract or impair anyone's experience.
2. Be kind to yourself. Talk to your doctor or qualified healthcare professional before starting a new exercise programme or using our Club facilities, particularly if you are pregnant, have a medical condition, are taking medication, have an injury or have not exercised for a while. Only exercise in line with your own current fitness and activity levels.
3. All members and guests must complete a Health Statement or Health Check Questionnaire before using Club facilities. We may ask for a letter or other reasonable confirmation before you use certain

facilities or take part in certain activities if we reasonably consider this necessary for health and safety. If your health, medication, pregnancy status or other circumstances change during your membership, please let us know by completing a new Health Statement or Health Check Questionnaire.

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 memberships 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 other approved access credentials at Reception. We may deny access if we cannot verify your membership or access right.
6. No-one else may use your Membership or access credentials.
7. If you've lost your membership card, please contact your home club to re-issue a new one. A replacement fee may apply.
8. If your Membership Dues aren't up to date, or your Membership is frozen, suspended or terminated, Club access will be denied and your online portal access may be restricted until the issue is resolved.
9. 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 Singapore.

GENERAL CLUB USE

10. We'll post regular operating hours on our website (virginactive.com.sg) or other channels we use from time to time. Operating hours, facility availability and Club access may change for maintenance, events, safety, public health, landlord requirements, emergencies or other operational reasons. Any changes to the regular operating hours will be communicated in club.

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11. Don't bring alcohol, illegal drugs or controlled substances into our Clubs.
12. Please don't consume food or beverages brought from outside, in our Clubs.
13. You may bring guide dogs into our Clubs. Carers may enter our Clubs with the member they are caring for but cannot workout in the Club when caring for a member.
14. If you bring your mobile phone to the Club please follow all directions from the Virgin Active team in relation to phone use. We will not be responsible for any loss or damage to your mobile phone.
15. Don't use the Club facilities while under the influence of alcohol, anticoagulants, antihistamines, beta blockers (unless you provide a letter from your doctor), narcotics or tranquillisers or any other substance that would impact your ability to exercise safely.
16. Don't smoke or vape inside, at Club entrances or in any area where smoking or vaping is prohibited. This includes e-cigarettes, vaporisers and similar devices.
17. 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 wet areas so be sure to listen out for announcements in club and follow directions of staff.
18. If you are taking photos or videos in our Club please respect other members' privacy and experience. Do not photograph, film, live-stream or record anyone without their consent. Absolutely no photos or videos or recordings are permitted in the change rooms, toilets, showers, pool areas, Steam Rooms, Ice Rooms, Salt Rooms, Cold Plunge areas or other areas we identify. We reserve the right to ask media if we deem it inappropriate.
19. You'll need to pay for any loss or damage caused by you or your guests while in the Club including where caused deliberately, recklessly or negligently.
20. We may provide trial access to our Clubs for potential members and other folks.

21. The Clubs are adults-only and strictly for ages 16 and above.
22. To ensure a relaxing and stress free environment for all our members, Virgin Active Singapore strictly prohibits business activities within the club premises, including selling, soliciting, recruiting, surveying, coaching, filming for commercial purposes, holding client meetings or promoting products or services without our prior written approval. Our facilities are dedicated spaces for exercise, relaxation, and personal well-being.

THE TRAINING FLOOR AND STUDIOS

23. 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, grip socks, lifting straps and yoga mats are ok. If you are unsure of what you can bring, check with our team.
24. Be sure to let us know if any of our equipment is broken, unsafe, missing or not behaving like it should.
25. No food or bags on training floor or studios.
26. Only drinks in plastic or aluminium bottles containing water or sport drinks are OK to bring onto the training floor and studios. We sell glass bottled still water and sparkling water but request members to consume these in our member lounges or when they leave the club.
27. Please think of other people by returning weights and equipment after use. Don't drop weights or equipment unless the area and equipment are designed for it and you are doing so safely.
28. A towel must be used on all equipment and while you're in the studio and on the training floor. We encourage you to wipe down equipment after use, using our cleaning equipment.
29. To ensure cleanliness, the use of traditional chalk is prohibited in our club. Liquid chalk may be used only where it does not mark equipment, flooring or walls. Alternatively, gloves and straps are available at our retail spaces for you to purchase.

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CLASSES

30. All group exercise classes need to be pre-booked as they have maximum capacities. If you can no longer attend a class, please cancel your booking in line with our clauses 31-32.
31. Timetables, instructors, class formats, locations and capacities may change without notice. We will post the details on Club display boards.
32. To keep things fair, you can have six bookings at any given time. Cancel before 9 p.m. the day before the class to avoid strikes. Cancellations after 9 p.m. the day before the class, or no shows will incur 1 strike. If 6 strikes are incurred in a rolling 28-day period, your maximum bookings at any given time will be reduced to 1 booking for 28 days. Strikes reset 28 days after being incurred. If you incur another 6 strikes during your restricted booking period, your restricted booking period will be extended by another 28 days. We may adjust booking rules, class capacity and strike rules from time to time to keep classes fair and accessible for members.
33. We want to start classes on time as your time is precious. Please arrive a few minutes early. You will not be able to join a class if the class has commenced and/or the studio door is closed.
34. Our instructors will limit the number of attendees to maintain the class quality, safety and a great member experience.
35. Please follow all instructions given by our smiley instructors.
36. Please stick to the spacing arrangements for each class. Keep your hands, feet and equipment in your own workout space and off other people's mats, so everyone has room to move safely.
37. Unless we specify otherwise, studios are only available for use during Virgin Active group exercise classes or with a Virgin Active personal trainer.
38. Please do not use mobile phones during a class and follow all directions from our instructors in relation to phone placement and safety.
39. We love the high-fives and smiles but please no talking in class. Be fair to your neighbours and instructor.

40. Do not open the door while a class is in progress as this may disrupt the experience and other participants.

WHAT (NOT) TO WEAR

41. Exercise gear fit for purpose must be worn at all times in our Clubs. For example, t-shirts or tops (no bare chests) and closed exercise footwear must be worn when moving around the Club, training floor, studios, change rooms and corridors. No shoes are OK only when you're in the change rooms, pools, Salt Rooms, Steam Rooms, Ice Rooms, Cold Plunge areas, the Recovery Zone or in a studio where the class requires this.
42. Grip Socks must be worn for all Pilates Reformer classes. You can bring your own or purchase them in club.
43. Boxing wraps must be worn around your hand during boxing and Kick Boxing classes. You can bring your own or purchase them in club. We want you to practise in a safe environment.
44. If you're unsure of what to wear, ask a Virgin Active team member.

LOCKERS, CHANGEROOMS AND BELONGINGS

45. Lockers are available to store your gear while using the Club, subject to availability. We can't guarantee that the use of a locker will stop theft, loss or damage to your stuff from occurring. We are not responsible for loss, theft or damage to your belongings.
46. 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 or if required for safety, security, hygiene, maintenance or end-of-day checks, we reserve the right to open it and remove any offending items.
47. Lockers are available for use only while you're on Club premises. Any gear left in lockers overnight will be removed. If it's not collected in 7 days, we'll donate it to charity.
48. Shoe Lockers are available for rental, subject to availability, kindly approach reception to find out more.

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

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

- 51. For health, safety and hygiene reasons, please listen carefully and obey the instructions of our team members and any signage around the pool. You must wear appropriate swimwear.
- 52. Swimming pool lanes may be reserved for lessons, programming, maintenance or events from time to time. Please check Club timetable or Club notices for these times.
- 53. Be aware that there are no lifeguards on duty at all times. Please swim within your ability, do not swim alone if you need assistance.
- 54. Swimming caps are recommended for people with shoulder-length hair or longer. Please always shower before entering the swimming pool.
- 55. Only drinks in plastic or aluminium bottles containing water or sport drinks are OK to bring into the pool and spa pool. We sell glass bottled still water and sparkling water but request members to consume these in our member lounges or when they leave the club.
- 56. No food, electronic items or mobile devices in the pool and spa pool.
- 57. Please leave any bags in the lockers provided. Any items required for the pool and spa pool must be placed on hooks or in areas we identify.

STEAM ROOM, ICE ROOM, SALT ROOM AND COLD PLUNGE (IF YOUR CLUB HAS THESE FACILITIES)

- 58. For health, safety and hygiene reasons members and guests should:
 - a. shower before entering the Steam Room, Ice Room, Salt Room, Cold plunge
 - b. sit on a towel when using the Steam Room, Ice Room or Salt Room;

- c. never shave, groom or exfoliate in the Steam Room, Ice Room, Salt Room; Cold Plunge
- d. not use oils, creams or cosmetic products or do anything unhygienic in the Steam Room, Ice Room, Salt Room; Cold Plunge
- e. not take newspapers or any paper in the Steam Room, Ice Room, Salt Room;
- f. do not touch or attempt to dry clothing on the Salt Room
- g. Do not meddle, adjust or tamper with the thermostat in the steam room, cold plunge, or other recovery areas.

- 59. Use the Steam Room, Ice Room, Salt Room and relaxation areas in moderation (not more than 20 minutes each time), and take heed of any relevant medical advice.
- 60. Pregnant women and anyone with heart conditions, high or low blood pressure, circulation issues, respiratory conditions, diabetes, epilepsy, open wounds, infections, recent surgery or other relevant medical conditions should avoid using the Steam Room, Ice Room and Cold Plunge unless their doctor has told them it is safe.
- 61. Take it slow in the Cold Plunge. No jumping, diving or splashing. Enter and exit carefully using the steps or handrails, limit your dip to no more than 15 minutes and hop out immediately if you feel uncomfortable, dizzy, numb, short of breath or unwell.

RECOVERY ZONE

- 62. The Recovery Zone is for recovery, relaxation and personal well-being. Please use each device, including Hyperice, or similar recovery equipment, only for its intended purpose and in line with signage, manufacturer instructions and team directions.
- 63. Recovery equipment is not medical treatment. Do not use it if you are injured, pregnant, have a medical condition, have implants or circulation issues, or are unsure whether it is suitable for you, unless you have checked with your doctor first.
- 64. Please keep sessions to the posted time limits, share the space fairly, wipe down equipment after use and tell our team if anything feels wrong, hurts or looks unsafe.

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PERSONAL TRAINING

65. Only Virgin Active Exercise Experience Coaches can provide personal training, coaching, instruction or training services 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.
66. Virtual personal training by non-Virgin Active team is not permitted in our clubs, to respect the privacy of all members. For personalised fitness support, we encourage you to consult our in-house Exercise Experience Coaches for dedicated, in-person guidance.

SAFETY

67. Don't mess around with fire doors or fire exits alarms, AEDs, first-aid equipment or safety equipment, and please don't block fire exits with equipment, bags or furniture.
68. Please follow any health and safety notices displayed in our Clubs. If you are hurt, injured, feel unwell, or notice a potential hazard, please notify a Virgin Active team member as soon as possible, and where practicable, before you leave the Club.
69. In an emergency or when an announcement is made, please listen carefully 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 our safety rules.
70. Before you use our climbing wall you will need to do an induction and sign or accept our climbing wall terms or agreement. Please use appropriate climbing shoes or footwear approved by our team, remove loose jewellery and accessories, tie back long hair, empty your pockets and follow all staff directions and signage. No unauthorised teaching, racing, horseplay or climbing outside designated areas.

LAST BUT NOT LEAST

71. Virgin Active may occasionally take photographs, videos of the Club and its facilities (including members). We'll try our best to get your OK beforehand if you are clearly identifiable and the photo or video is intended for promotional or commercial use, but this may not always be possible

for general crowd, background, operational, safety, training or incident-management footage. We reserve the right to use these Images or Videos for commercial purposes without payment.

72. We are not responsible for your property if it is damaged, lost or stolen while in our Clubs, except where caused by our negligence or wilful misconduct.
73. We use CCTV and other security systems to monitor any safety, security, access control and incidents at our Clubs.
74. Club fees and charges may change from time to time.
75. We reserve the right to approve, reject, suspend or terminate Membership applications and access requests, acting reasonably and in line with our Membership Agreement, these club Rules and applicable law.