



Terms and Conditions of Membership

The terms of membership are to provide clarity and equity for the members and Trustees and are an agreement between these two parties.

The Management Committee reserve the right to amend these terms if it is in the best interest of the Charity and its members and will inform the members of any changes.

1. FINANCIAL

- a. Prospective members will be offered 2 trial sessions for £10 to be paid by cash, cheque or BACS. This trial is to establish whether the hydrotherapy sessions are appropriate for the individual.
- b. After the trial sessions you will have the opportunity to become a member within 2 months of the completion of the trial. Should you wish to delay joining RAHG for longer than 2 months, we cannot guarantee your place will still be available.
- c. On joining RAHG you will pay £33 per month for one, 30 minute session per week, in advance by standing order. Members wishing to attend 2 sessions per week will pay £66 per month.
- d. In the event of pool closure (except over the Christmas period) members will be offered a refund per session that is missed.
- e. In the event of illness or members going on holiday the missed sessions should be paid.
- f. A months' notice period is required in writing to Linda Hill or Katie Thorman or by email to admin@regionalarthritishydrotherapy.com for termination of membership.
- g. The Trustees reserve the right to terminate a membership should a member fail to pay the fees.

2. HEALTH

- a. Prospective members are to complete a medical form prior to their initial trial session. This form must be returned to the Hydrotherapist who will decide whether or not the person is appropriate for the hydrotherapy sessions. The hydrotherapist reserves the right to not accept a person for the hydrotherapy sessions based on the persons health if she feels the sessions would put either the person or other members at risk.
- b. Members should inform the Hydrotherapist of any changes to their medication or health status by email or in writing clearly stating their name and date of birth.
- c. If a change in health status may pose a risk to either the member or others in the session, the Hydrotherapist reserves the right to withdraw the membership of that the person in question. A clear explanation will be given to the member in this incident.
- d. All emergency medications, which may be required by members should be kept poolside should they need to be administered in the event of an emergency. For example, inhalers and GTN sprays.
- e. Members are asked not to attend if they:



- i. have a contagious illness.
- ii. have a particularly bad flare up of their rheumatoid arthritis as the exercise could aggravate the symptoms.
- iii. If their doctor has advised them not to attend.

3. CHANGING SESSIONS

- a. Members will be permitted to change the sessions they attend on occasion. To avoid too many pool users in a session, members are asked to discuss any changes with the Hydrotherapist prior. The Hydrotherapist reserves the right to decline a request for a session change if the number of pool users exceeds 20 per session for the health and safety of the members or if it becomes a regular occurrence.
- b. Members are asked to only request a change of session in extenuating circumstances due to the extra administration involved in implementing this.
- c. Members may be permitted to make up sessions they might have missed by attending 2 or more sessions a week in the event of holidays or pool closures. In this event members should discuss any changes with the Hydrotherapist. The Hydrotherapist reserves the right to decline a request for a session change if the number of pool users exceeds 20 per session for the health and safety of the members or if it becomes a regular occurrence.

4. CONDUCT AT RED LODGE COMMUNITY POOL

- a. Members are asked to conduct themselves according to the bye laws of Red Lodge Community Pool. These are available to members in the office at the pool.

5. GENERAL DATA PROTECTION REGULATIONS (GDPR)

- a. RAHG operates in compliance within the GDPR. RAHG has a Data Protection Policy, which is available for members to view on request to the GDPR officer, Katie Thorman.
Email: admin@regionalarthritishydrotherapy.com
Tel: 07966927439
- b. Members must complete the data protection consent forms. The Hydrotherapist has a legal obligation to keep all members medical forms for up to 8 years. Failure to consent to this will mean RAHG cannot accept them as a member.



- c. Photography consent forms must be completed by members in the event of any pictures/videos be taken. Members are not obliged to consent to photography/videos.
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- 6. SAFEGUARDING
 - a. RAHG has a safeguarding policy, which is available to members on request. The safeguarding Officer is: Cherry Payne
Email: admin@regionalarthritishydrotherapy.com with FAO Peggy Gow in the subject title bar
Tel: 07754 763319
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- 7. COMPLAINTS
 - a. Should a member wish to launch a complaint, they can contact Katie Thorman:
Email: admin@regionalarthritishydrotherapy.com
Tel: 07966 927439
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- 8. CHARITY CONSTITUTION
 - a. RAHG operates within the RAHG Constitution, which has been approved by the Charity Commission. This document is available to members on request.