



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.

FINANCIAL

- **at Oaklands and Totton Pools**
 - a. Prospective members will be offered 1 trial session for £10 or 2 trial sessions for £20 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 a one-off payment of £20 joining fee, which helps towards the administrative and operating costs involved in setting up and supporting each membership, including registration, insurance and charity administration.
 - d. On joining RAHG you will pay £36 per month for one, 30-minute session per week, in advance by standing order. Members wishing to attend 2 sessions per week will pay £72 per month.
 - e. In the event of pool closure (except over the 2-week Christmas period) members will be offered a refund at £8 per session that is missed.
 - f. In the event of illness or members going on holiday the missed sessions should be paid.
 - g. In the event of a member undergoing surgery whereby they have been recommended by their doctor not to participate in the hydrotherapy, fees will be refunded for up to 8 weeks. If a member requires longer than 8 weeks before they can return to hydrotherapy, they would need to pay a retainer fee of £10 a month, payable by standing order, for a further 4 weeks. At the end of this period if the member has not returned to hydrotherapy, we cannot guarantee their place will still be available.
 - h. A months' notice period is required in writing to Katie Thorman or by email to admin@regionalarthritishydrotherapy.com for termination of membership.
 - i. The Trustees reserve the right to terminate a membership should a member fail to pay the fees.
- **At Farleigh School Pool**



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- a) Prospective members will be offered 1 trial session for £12 or 2 trial sessions for £22 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 in advance for the remaining sessions in that block at £12 per session. Members wishing to attend 2 sessions per week will pay in advance for the remaining session of that block.
- d) Once you are a member, you will be required to pay in advance for each block of sessions. These sessions are booked depending on the pool's availability, so may not be the same day or time each term. However, we do try to keep the day and time as much as possible.
- e) In the event of illness or members going on holiday the missed sessions should be paid.
- f) In the event of a member undergoing surgery whereby they have been recommended by their doctor not to participate in the hydrotherapy, fees will be refunded, and their space will be kept for up to 8 weeks. If a member requires longer than 8 weeks before they can return to hydrotherapy, they will need to pay a retainer fee of £10 a month, payable by standing order, for a further 4 weeks. At the end of this period if the member has not returned to hydrotherapy, we cannot guarantee their place will still be available.
- g) A months' notice period is required in writing to Katie Thorman or by email to admin@regionalarthritishydrotherapy.com for termination of membership.
- h) The Trustees reserve the right to terminate a membership should a member fail to pay the fees.

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 felt 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 to admin@regionalarthritishydrotherapy.com 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.



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- 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.
- CONDUCT AT THE POOLS
 - a. Members are asked to conduct themselves according to the bye laws of the pools they attend. These are available to members in the office at the pool.
- 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.
- SAFEGUARDING
 - a. RAHG has a safeguarding policy, which is available to members on request. The safeguarding Officer is: Lynn Bonner
Email: admin@regionalarthritishydrotherapy.com with FAO Lyn Bonner in the subject title bar
- COMPLAINTS
 - a. Should a member wish to launch a complaint, they can contact the Chairman/Treasurer, Graham Milner:



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Email: treasurer@regionalarthritishydrotherapy.com

- 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.