



Membership Terms & Conditions

(to be read in conjunction with AquaClub and Spa user Terms & Conditions)

Covid-19

As we are managing a public health issue, we expect the full support of all our stakeholders: our guests, our team and our business partners. Covid-19 information restrictions are subject to change without notice according to government guidelines and operational necessities. We will make ongoing changes essential for your safety and for the long term interests of the business. Please familiarise yourself with the latest announcements on the UK government website.

We ask you to check the latest government guidelines to see if the announcement impacts your break. We politely remind you that it is also the responsibility of you, our guests and visitors, to be aware of the current laws and restrictions which are in place, and follow them stringently and in a responsible fashion during your time at The Headland.

1. Anyone wishing to become a member is required to complete the official application form available from the Spa or Aqua Club Reception. Proof of ID and a permanent address will be required.
2. Once an application is accepted, a membership card will be provided for members which will remain the property of The Headland. Upon termination of membership for whatever reason, the card will be returnable to the hotel on demand. Lost cards and those not returned when membership ceases will be charged at £15 per card. You must sign in at the relevant reception desk each time you visit.
3. All memberships are subject to a published, non-refundable joining fee. Where a person applying to become a member has previously been a member they shall, nonetheless, be required to pay the joining fee when rejoining. The membership will run on a calendar month by month basis with a minimum term of twelve months. If you wish to terminate your membership after twelve months you should do so in writing and must give one month's notice. No refunds will be given by The Headland. Membership fees will be reviewed annually on 1st December. Membership is non-transferable and non-refundable.
4. If anyone other than you is found to be using your membership, the membership card will be retained by The Headland and the membership will be terminated immediately without a refund and re-entry will not be allowed to either person.
5. Being a member does not guarantee entry at peak periods when numbers are high or if there is a private event being held for exclusive use. Should the space be booked for exclusive use for more than 48 hours, we will carry forward your membership benefit equal to the number of days that the facilities will be unavailable.



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6. Membership fees shall be paid either in full or by Direct Debit monthly on the 1st of every month. The member must contact their bank to cancel the Direct Debit when the contracted period comes to an end. Joint membership discount applies to two memberships of the same level being taken up, when paying upfront or on one Direct Debit. Should one person cancel their membership the discount will no longer apply.
7. If we feel at any time that the terms have been violated, we reserve the right to terminate the membership and no refund will be given.
8. Free car parking is available to members whilst the facilities are being enjoyed on site.
9. Prices and benefits are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter other than to reflect any changes in tax. Online published Terms and Conditions supersede any printed collateral. E&OE.
10. We reserve the right to withdraw or amend any of the benefits of membership.
11. We reserve the right to refuse any membership.