

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

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. 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). Please be sure to keep an eye out for any changes.

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. Only exercise in line with your own current fitness and activity levels.
3. All members and guests must complete a Health Check before using Club facilities. We may ask for a letter from your doctor confirming you are safe to exercise. If your medical circumstances change during your membership with us, please let us know by completing a new Health Check.

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 at Reception.
6. No-one else may use your Membership.
7. If your Membership Card is compromised, lost or stolen, you’ll need to organise a new one.
8. If your Membership Dues aren’t up to date, or your Membership is frozen, suspended or terminated, Club access will be denied.
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 opening and closing times on our website (virginactive.com.sg).
11. Don’t bring alcohol or illegal drugs 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 inside or near the entrance to our Clubs. This includes e-cigarettes 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 including ensuring that you do not photograph or film members without their consent and by ensuring that you are not detracting from other members’ experience using the Club. Absolutely no photos or videos 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.
19. You’ll need to pay for any loss or damage caused by you or your guests while in the Club.
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 work-free environment for all our members, Virgin Active Singapore strictly prohibits the conduct of any business activities within the club premises. 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 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 or unsafe.
25. No food or bags on the training floor or studios.
26. Only drinks in plastic or aluminium bottles containing water or sports 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.
28. A towel must be used on all equipment and while you’re strutting your stuff in the studio and on the training floor. Please wipe down equipment after use with our wipes provided.
29. To ensure cleanliness, the use of traditional chalk is prohibited in our club. We recommend liquid chalk. Alternatively, gloves and straps are available at our retail spaces for you to purchase.

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 Group Exercise Booking Terms available on our website (virginactive.com.sg).
31. Timetables and instructors 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 and three of these can be hot classes. Cancel before 9pm to avoid strikes. Cancellations after 9pm and before 1 hour of the class start time incur 1 strike. Cancellations within 1 hour or no shows incur 2 strikes. If 6 strikes are incurred in a calendar month, maximum bookings at any given time will be reduced to 1 booking for 4 weeks.
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 set class numbers.
35. Please follow all instructions given by our smiley instructors.
36. Spacing arrangements in each and every class must be strictly adhered to. Keep your hands and feet to yourself (off other people's mats!) no matter what class you are attending!
37. Unless we specify otherwise, studios are only available for use during Virgin Active group exercise classes or with a 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/tops (no bare chests thanks fellas) and closed 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, pool or spa, salt, steam and ice rooms area 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 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 or damage to your stuff from occurring and we do not accept liability for any theft, except where due to our negligence.

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

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

50. For health, safety and hygiene reasons you must always have your ears turned on and obey the instructions of our Operations and Experience Assistants and any signage around the pool. You should always wear a swimming costume.
51. Swimming pool lanes may be reserved for lessons from time to time. Please check Club timetable for these times.
52. Be aware that Operations and Experience Assistants are not on duty at all times.
53. Swimming caps are recommended for people with shoulder length hair or longer. Please always shower before entering the swimming pool.
54. Only drinks in plastic or aluminium bottles containing water or sports drinks are OK to bring into the pool and aqua lounge. 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.
55. No food or electronic items in the pool and aqua lounge.
56. Please leave any bags in the lockers provided. Any items required for the pool and aqua lounge must be placed on hooks.

STEAM ROOM, ICE ROOM, SALT ROOM AND RELAXATION AREA (IF YOUR CLUB HAS THESE FACILITIES)

57. For health, safety and hygiene reasons members and guests should:
 - a. shower before entering the Steam Room, Ice Room, Salt Room and relaxation area;
 - b. sit on a towel when using the Steam Room, Ice Room, Salt Room;
 - c. never shave in the Steam Room, Ice Room, Salt Room;
 - d. not use oils, creams or cosmetic products in the Steam Room, Ice Room, Salt Room;
 - 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 stove (it's a serious fire hazard).
58. 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.
59. Pregnant women should avoid using the Steam Room and Ice Room.

PERSONAL TRAINING

60. Only Virgin Active Exercise Experience Coaches 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.
61. Virtual personal training by non-Virgin Active employees 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

62. Don't mess around with fire doors or fire exits and please don't block fire exits with equipment.
63. 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.
64. 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.
65. Before you use our climbing wall you will need to do an induction and sign our climbing wall agreement.

LAST BUT NOT LEAST

66. Virgin Active may occasionally take photographs/images/videos 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.
67. We are not responsible for your property if it is damaged or lost while in our Clubs, except where due to our negligence.
68. We use CCTV to monitor any incidents at our Clubs.
69. Club Price Lists will change from time to time.
70. We reserve absolute discretion when approving Membership.