



Frequently Asked Questions

1. Is there a joining fee?

No, there is no joining fee.

2. What time can I attend the SnowDome Fitness facilities if I am an off peak member?

We have made our membership options even more flexible by launching a new type of Off Peak Membership. These are listed below:

| Membership | Monday-Friday | Weekend |
|------------------|-------------------------|----------|
| Off Peak | 9am-4pm (last entry) | 12pm-8pm |
| Premier Off Peak | 6.30am-4pm (last entry) | 8am-8pm |

3. What time can I attend the SnowDome Fitness facilities if I am a peak member?

The gym access times for a peak member are 6.30am - 10pm Monday to Friday and 8am -8pm Saturday & Sunday.

4. How old do you have to be to have an adult membership?

You need to be 17 years old to have an adult membership. This entitles you to access all SnowDome Fitness facilities including the gym, exercise classes, swimming pool, Fitbox arena and luxury spa area.

5. Are junior memberships available?

Yes, there are two types of junior memberships available.

The **Junior Swim Membership** is available for children aged 2-16 years for just £10 per month. It allows free access to all casual swim and flume and inflatable sessions, (subject to availability). If the child is aged 8-14 years, it also includes free access to junior disco sessions, (subject to availability).

We also have a **Junior Gym Membership** available for children aged 12-16 years for only £19 per month which must be added to an existing adult membership. (Juniors are allowed access to the gym during the junior gym hours and must be accompanied by an adult at all times).

6. Are swimming lanes available at all times?

The pool opening times for SnowDome Fitness members are 6.30am - 8pm (Monday, Tuesday, Wednesday, Friday) 6.30am - 8pm then 9pm - 10pm (Thursday).

The general pool opening times are 7am - 8pm Monday - Friday and 8am – 5:30pm Saturday and 8am - 6pm Sunday. Lanes are available at all times with the exception of the Flume & Inflatable fun session (Saturday 12noon – 5:30pm & Sunday 10:30am – 1:30pm) when lanes are not available.

7. Can I put my membership on hold at any time?

Yes. You can 'suspended' your membership due to illness, injury, pregnancy or working away for just £5 per month. The suspension period can be for a minimum of one month and a maximum of three months. Your contract period will then be extended by the number of months the membership was suspended for. All suspension requests must be received in writing with evidence by 15th of the month in order for the membership to be suspended for the proceeding month.

8. Are there any circumstances under which I could finish my contract early?

Yes. If you are made redundant or relocate a significant distance out of the area, upon receipt of official proof we will end your contract with immediate effect.

9. How do I pay for parking?

Swim & Fitness members enjoy the benefit of free parking as part of their membership. For all other visitors, parking costs £1 for the day. Pay stations are located between the automatic doors and outside the doors immediately to the left.

10. Do you have any disabled facilities in the changing area and pool?

There are disabled changing facilities with handrails and benches available in both the male and female changing rooms. There is also a disabled shower and a chair lift to assist disabled guests into the pool. (Just ask a lifeguard for assistance.)

11. Do you offer children's swimming lessons?

Yes, we offer children's swimming lessons for all levels. (Please see the swimming timetable for times of these lessons). To enquire or to book a lesson, please phone on 08448 000011.

12. How old do children need to be in order to attend the junior swimming disco?

Children must be between 8-14years old to attend the junior swimming disco.

13. Do you offer pool parties?

Yes, to book a pool party please call the party hotline on 01827 308416.