

Health Commitment Statement

Your health matters

At Be Well, we are committed to creating a safe, welcoming, and inclusive environment where everyone can enjoy the benefits of physical activity and improve their health and wellbeing.

Regular exercise can improve physical health, mental wellbeing, strength, mobility, and overall quality of life. We are dedicated to helping you make the most of our facilities and services while supporting you to exercise safely and responsibly.

Your health is your responsibility, and our management and staff are dedicated to helping you take every opportunity to enjoy the facilities and services we offer. With this in mind, we have carefully considered what we can reasonably expect of each other.

Our commitment to you:

1. We will respect your personal decisions and allow you to make your own choices about the activities and exercise you undertake. However, we ask that you do not exercise beyond what you consider to be your own abilities.
2. We will make every reasonable effort to ensure that our facilities, equipment, and activity spaces are maintained in a safe condition for you to use and enjoy.
3. We will take all reasonable steps to ensure that our staff are appropriately trained and qualified to recognised industry standards.
4. We will provide a welcoming, supportive, and inclusive environment for all customers.
5. If you tell us that you have a disability or health condition which may affect your ability to access or use our facilities, we will consider what reasonable adjustments may be appropriate to support your participation.
6. We will provide guidance and support to help you access suitable activities across our centres; however, the decision to participate in any activity remains your responsibility.

Supporting your fitness journey

7. If you are new to exercise, unfamiliar with gym equipment, returning after a prolonged absence, or would like additional support, you can book a Gym Induction with a member of our fitness team. Our inductions are designed to help you use equipment safely, understand the facilities available, and support you in achieving your health and fitness goals.
8. As your health, fitness levels, goals, or circumstances change, you can also book a Refocus Appointment with a member of our fitness team. Refocus appointments provide an opportunity to review your progress, discuss any challenges, update your programme where appropriate, and ensure you continue to exercise safely and effectively throughout your fitness journey.

Your commitment to us:

1. You should not exercise beyond your own abilities.
2. If you know, suspect, or are concerned that you have a medical condition, injury, disability, or illness that may affect your ability to exercise safely, you should seek advice from your GP, consultant, specialist, or other relevant healthcare professional before using our facilities and follow any advice given.
3. This includes, but is not limited to, conditions such as heart disease, high blood pressure, diabetes, respiratory conditions, neurological conditions, musculoskeletal conditions, recent surgery, pregnancy, or any other condition that could impact your ability to participate safely in physical activity.
4. You should familiarise yourself with all facility rules, instructions, safety guidance, and warning notices and comply with them at all times.
5. Exercise carries its own risks. You should not participate in any activity that you have been advised is unsuitable for you by a healthcare professional or a member of Be Well staff acting within their role and training.
6. If you are unsure how to use any equipment, undertake an exercise safely, or would benefit from additional support, you should seek guidance from a member of staff and consider booking a Gym Induction or Refocus Appointment.
7. You should immediately stop exercising and inform a member of staff if you feel unwell, experience pain, dizziness, chest discomfort, shortness of breath beyond normal exertion, or any other concerning symptoms while using our facilities.
8. Our staff members are not qualified medical practitioners. However, there will be trained first aiders available to provide assistance in the event of an emergency.
9. If you have a disability or medical condition, you should follow any reasonable instructions provided by your healthcare professional to ensure that you can exercise safely.

Working together

Your health and wellbeing are important to us. By working together and exercising responsibly, we can help ensure that all customers enjoy a safe, positive, and rewarding experience at Be Well.

By joining Be Well, booking activities, or using our facilities, you acknowledge that you have read, understood, and agree to follow this Health Commitment Statement.

Please note that this Health Commitment Statement is intended as guidance only. It is not a legally binding agreement between Be Well and its customers, does not replace professional medical advice, and does not create obligations beyond those required by law.