



## Basingstoke and Alton Cardiac Rehabilitation Charity Terms and Conditions for exercising at the Centre.

### Introduction

We are delighted that you are joining the Centre for exercise to improve your fitness, health and wellbeing. This document sets out some terms and conditions for our relationship with you including our responsibilities to you as an exerciser and the terms and conditions applicable whilst you exercise with us.

If you have any questions about the terms and conditions, please refer to the Centre Manager in the first instance or else the CEO.

### Exercising Safely

Your safety when exercising with us is of paramount importance. Our instructors and health programme team are all accredited to the British Association for Cardiovascular Prevention and Rehabilitation as well as having qualifications within the team for Cancer Rehabilitation and Falls Prevention to ensure that you have the best care and instruction whilst exercising with us.

#### Medical details

We will need to have up to date information concerning your medical history before you start exercising and this may be taken through completion of a PAR-Q (Physical Activity Readiness Questionnaire) form by you or by us requesting a brief medical history from your GP. By registering to exercise with us you are consenting to us obtaining relevant medical details so that we can prescribe the correct forms of exercise for you. You are also required to report accurately your medical details and tell us of any medical change that could impact on your ability to exercise. We also request up to date medication details before you can begin to exercise with us and that you tell us whenever your medication changes.

#### Health and Safety

During your induction, you will be shown how to use exercise machines and equipment, including getting on and off equipment safely. Please take note of the exercise instructors' directions to you at all times to ensure that you are exercising safely during your session. When exercising you will always undertake a period of warming up and stretching at the beginning and cooling down and stretching at the end to reduce the chance of injury and ensure your heart rate is being well-managed. During the main part of your exercise session, you will be encouraged to work within your personal target heart rate range in order to gain maximum benefit from every exercise session.

During your programme with us we may increase the intensity or duration of a particular exercise, but you should not exert yourself to the point that you cannot sustain the level

of exercise and are unable to hold a conversation. You should be aiming for a moderate level of activity between 4-6 on the scale of Rate of Perceived Exertion (RPE).

If you feel unwell at any stage during your exercise at the Centre, you must tell the instructor immediately. If you are unwell at home, please do not attend the Centre to exercise.

### **Safeguarding**

We believe that everyone we support, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. We will not tolerate abuse and exploitation of or by staff or instructors.

If you have any concerns about safeguarding whilst you are exercising at the Centre, you should ask to speak to the Centre Manager or CEO.

## **Booking and Paying for exercise sessions**

We use a credit system called 'exercise tokens' to pay for exercise sessions – one token = one exercise class or one session of independent gym.

Tokens can be bought in person at the Centre, over the phone or online. The price of a token is shown on our website and at the Centre. If you buy 20 tokens at a time you will pay for 19 and receive one free i.e., a 5% discount on the price of 20.

Tokens can be used only by the person who purchased them. Tokens can be transferred to another exerciser only if the transferor ceases to exercise at the Centre.

Unused tokens expire after 6 months of non-attendance at the Centre unless there is a medical reason for the absence. Tokens will not be refunded should you stop attending for any other reason than a medical condition.

It is preferred that sessions are booked in advance, and preferably twice a week, to get the most benefit from your programme. Booking ahead motivates you to attend and helps us manage our resources effectively as classes with a low number of bookings may be cancelled. Bookings can be made in person or over the phone. There is no need to book independent gym sessions in advance.

If you cannot attend your booked session, you must ring 01420 544794 or email [hearty@cardiac-rehab.co.uk](mailto:hearty@cardiac-rehab.co.uk) and let us know. For cancellations up to 24 hours before your session, we will credit your exercise token back to you. Tokens will only be credited for cancellations within 24 hours of a booking at our discretion, usually only when cancelling for a specific medical reason.

## Your personal information

We comply with the *United Kingdom General Data Protection Regulation (January 2021)*. This means that we are committed to ensuring that any personal data will always be dealt with in compliance with UK GDPR. Your personal contact and medical data will:

- Be collected and used fairly for the stated legitimate purposes only, ie for the purpose of managing your exercise programme with us;
- Be stored safely; and
- Not be disclosed to any other person unlawfully.

You can read the details of our privacy policy on our website: <https://www.cardiac-rehab.co.uk/privacy-policy/>

If you would like to know more detailed information about the information we keep and for how long, please ask to see a copy of our data protection policy and retention schedule.

## Comments and Complaints

Cardiac Rehab welcomes feedback and aims to handle complaints quickly, effectively and in a fair and honest way. Exercisers are encouraged to provide feedback via Reception and a Comments Box is also available next to the gym door.

Cardiac Rehab is committed to providing a high-quality service for its exercisers, excellent customer service and good quality facilities. We are also committed to responding well to complaints from any service user. We believe that our exercisers should have their views considered and receive a satisfactory level of service.

We hope that you will find that high-quality service is your experience whilst you are with us. However, if you feel the need to register a complaint, please talk to the member of staff or instructor involved in delivering the service in the first instance as many complaints can be dealt with quickly and satisfactorily that way. The member of staff will try to resolve the complaint but if that is not possible or appropriate the matter will be passed on to the Centre Manager or CEO.

You may be asked to put your complaint in writing. Full details of the way we handle complaints is detailed in our Complaints Policy, a copy of which can be provided on request.