House Rules

Condition's House Rules are designed to provide information on how the gym operates to ensure safe and enjoyable use of the wellbeing facilities for all members.

If you have any suggestions or queries relating to Condition's House Rules, please contact condition@departmentuk.com.

Operational Hours

Monday to Friday: 06:00 - 20:00
Saturday & Sunday: Closed

Access Fobs

Members will require an access fob in order to gain entry to Condition. Fobs will be activated upon completion of an induction. Please kindly note, your access fob is non-transferrable and must be for your sole use. Any misuse of fobs or assisting non-members to gain access will result in immediate cancellation of membership with no refund of fees paid.

Gym Etiquette

Condition aims to support members' wellbeing goals in an inclusive and welcoming space. As such, Condition's community is required to behave in an appropriate manner - which is not to cause distress, offence or harm to others.

We kindly ask you to take care of Condition's property and gym equipment. Members may be liable for the cost of repair or replacement of damaged equipment in the event of improper use.

Appropriate sportswear and footwear with non-marking soles must be worn in all activity areas.

Lockers / Personal Property

Condition accepts no liability for loss or damage to any property stored in the gym lockers. Lockers are to be used only for the duration of the activity and not overnight. Lockers are inspected and emptied on a regular basis.

House Rules

Membership Fees

Membership fees are set by Condition and may be altered at any time. Members will be notified of any changes in writing. Memberships are payable monthly on a rolling contract.

Cancelling Your Membership

As a direct debit member, if you wish to cancel your membership please send your cancellation request via email directly to condition@departmentuk.com.

Condition reserves the right to suspend or terminate any membership if the House Rules are not adhered to.

Personal Training

Please note, unauthorised personal training (whether for financial gain or otherwise) is not permitted within Condition. Please speak to a member of Condition's team should you wish to enquire about a personal training consultation with our approved trainers, or to discuss an exclusive program to help you reach your goals.

Class Schedules

Full details of classes can be found on Department's Community Portal within the 'Events' area. Spaces are limited in order to deliver the classes effectively and capacity may vary depending on the type of class. To attend a class, please book your space via the Community Portal. If you can no longer make the class, please cancel via the Community Portal to allow space for other members.

Cameras/Recording Devices

In the interests of Condition members, no filming, photography or live recordings by members is permitted within Condition.

Please note, at any time Department or Condition may wish to capture photography/filming of a class or an event for marketing purposes and to provide virtual fitness classes. By attending an event, you consent to the possibility of being featured within the photography and/or recordings, and the distribution of such content online. If you have any concerns, please contact Department's Community team.

House Rules

CCTV

For safety purposes, CCTV is in operation within Condition.

Health & Safety

All members are required to take reasonable care when using Condition's facilities and equipment in order to maintain a safe environment for all members.

If in doubt as to how any equipment works, please don't hesitate to speak to Condition's team who will be more than happy to advise. If you discover any faulty equipment or identify any hazard that may pose a risk to safety, please report immediately to a Condition team member.

In the event of accident or injury, please immediately notify a Condition team member in the first instance, or Department's Community team. Certified First Aiders are available within Department Bonded Warehouse during operational hours.

Fire Procedure

Please refer to Department's Fire Evacuation Procedure on Department's Community Portal.

Pet Policy

Pets are not permitted within Condition's facilities.

Illegal Drugs/Substances

Just no.

Thank you for your cooperation and welcome to Condition.
We look forward to supporting your wellbeing goals.