



Questions & Answers About Joining The Club

Q1. Can I join The Holbrook Club?

- A. Yes, the Club is open to new members from the local community – all you need to do is complete an application form and direct debit mandate and hand them in to the Club office or reception together with your first month’s membership subscription.**

Please note that your application will need to be sponsored either by an existing Club member i.e. a friend, relative, workmate, neighbour, etc or you will need to speak to the duty manager at the time that you hand in your forms. This will only take a couple of minutes - perhaps while you are having a look around the Club?

You and your spouse/partner will need to complete separate application forms if you both wish to join although only one direct debit mandate is required. Both of you will need to be sponsored as detailed above.

Q2. What are the Club’s normal opening hours?

- A. The Club opens at 7.00 am on weekdays and 9.00 am at the weekend and on Bank Holidays and closes at 11.30 pm (except Sundays and Bank Holidays when the Club closes at 11.00 pm) every day except Christmas Day, Boxing Day and New Year’s Day. The Club Bar opens at 5.00 pm on weekdays and from midday at the weekend and on Bank Holidays and closes at 11.00 pm (10.30 pm on Sundays and Bank Holidays).**

Q3. How much does it cost to be a Club Member?

- A. The standard membership rate if you are aged 18 to 59 inclusive is £9.95 per month. However, if you are aged 60+, then a reduced rate of just £6.25 per month applies.**

Q4. What does this include?

- A. The standard membership rate allows you entry to the Club and access to all our sporting and social facilities as well as the bar and catering services. Entry to some Club events is free while entry to others is at a lower “Members’ rate”.**

Q5. If I want to play sport, does it cost extra?

- A. Yes, we offer many sporting facilities on a “Pay-As-You-Play” basis to keep the standard membership cost down. Sports such as tennis, squash, badminton, 5-a-side football and snooker cost £1.60 per person per session for adults aged 16+.**

Q6. What if my child wants to play sport?

- A. Children aged “Under 16” are permitted to play most sports and because they will be using a court or table, a reduced “Pay-As-You-Play” charge of £1.00 per child per session applies.**

Q7. What if I play a lot of sport?

- A. For Members and their children aged 16+, you can add our “Unlimited Sport” option to your standard membership for just £11.20 per month (equivalent to seven “Pay-As-You-Play” sessions) and play as much sport (and as many different sports) as you like each month – excellent value for sporty types! Details of all the sports that are included in this option can be provided on request.**

For Members’ children aged “Under 16”, “Unlimited Sport” operates in the same way but at the reduced rate of £7.00 per month (equivalent to seven “Pay-As-You-Play” sessions).

Q8. How do I book sports facilities?

- A. Simply ring up and book the time you require (assuming the court/table is available). Alternatively, you can make a new booking with the receptionist at the end of your current sports session. (N.B. Bookings can only be made up to one week ahead).**

Should you need to cancel a sports booking, please let us know as soon as possible so we can make the court/table available to other Club Members. Please note that for cancellations made “on the day” or for “no-shows”, a fine will be incurred which will automatically show up on your membership record the next time you enter the Club.

Q9. Can my spouse/partner join and how much would it cost?

- A. Yes, your spouse/partner can join at the reduced Family Member rate of £6.25 per month making the membership cost for a husband and wife/partner £15.80 per month. (N.B. You must live at the same address and pay via the same direct debit mandate to qualify for the reduced £6.25 rate).**

Please note that if your spouse/partner does not join the Club, they will be treated as your Guest when you bring them to the Club with you – see Q20 below.

Q10. Can my children become Club Members?

- A. Yes, Members’ children aged 17 and under have free membership as part of their parent’s membership rights. Older children aged 18+ can also join at the reduced Family Member rate of £6.25 per month (provided they live with you and their payment is collected via your direct debit mandate).**

Q11. Can my children use the Club unaccompanied?

- A. Children aged 14 to 17 inclusive can apply for their own membership card which is provided free of charge. They can then enter the Club without you present BUT, as their parent, you remain responsible for their good behaviour.**

Children under age 14 MUST be accompanied and supervised by an adult aged 18+ at all times whilst on Club premises (or by an older sibling aged 14 or over).

Q12. Will my child be able to purchase alcohol?

A. The Holbrook Club operates a strict “18 and over only” alcohol policy at all times. We believe this strict approach to the sale of alcohol is in everyone’s best interests.

Q13. Does it cost extra to be a member of the Club Plus gym?

A. Yes, the Club Plus gym is run as a separate operation within the Club which Members can choose to join in addition to their Club membership.

Q14. When is the Club Plus gym open for “peak time” (i.e. anytime) use?

A. It is open for “peak time” use from 7.00 am on weekday mornings and from 9.00 am at weekends and on Bank Holidays. It is open throughout the day and closes at 10.00 pm Monday to Friday and 9.00 pm at weekends and on Bank Holidays.

Q15. How much does “peak time” membership of the Club Plus gym cost?

A. The cost for “peak time” gym membership is just £18.10 per person per month. (N.B. There is no reduction for joint husband and wife/partner gym membership).

We believe our gym membership rate is very competitive AND we don’t charge you a joining fee or tie you in to a long-term contract and we don’t make a charge for writing or reviewing your fitness programme. There is, however, a one-off £15.00 gym induction fee to help cover the cost of carrying out your gym induction.

Q16. What about “off peak” gym membership. How does this work?

A. “Off peak” gym membership costs just £11.95 per person per month. The “off peak” access times are 7.00 am to 4.00 pm Monday to Friday and all day from 9.00 am to 9.00 pm at the weekend. Please note that provided you have swiped your card before 4.00 pm the gym doors will open and you can access the gym to perform your gym routine. “Off peak” gym members can then use the gym up to 5.00 p.m. which is the time “peak” gym membership is deemed to start.

Q17. Can my children join the Club Plus gym?

A. Yes – but the minimum age for “peak” or “off peak” gym membership is 16. (N.B. Acceptance of an application is always subject to the discretion of the Fitness Manager). The same £18.10 and £11.95 per month gym membership rates apply as does the £15.00 induction fee.

We also offer supervised gym sessions (using cardiovascular equipment only) for 14 and 15 year olds. The induction fee is £7.50 and each supervised session costs £2.50 – attendance at sessions should be booked in advance via reception. In addition, we can offer unlimited supervised sessions at a cost of £11.95 per month (collected via the parent’s direct debit).

Q18. Will I have to complete a medical questionnaire to join the gym?

A. Yes, every gym applicant is required to complete a short, confidential “Lifestyle & Health Questionnaire”. Once you are accepted for membership, you will be contacted to arrange your gym induction at a mutually agreed date and time.

Q19. How do I pay my membership fees?

A. Membership fees are collected monthly by direct debit on or shortly after the 28th of each month in respect of the fees due for following calendar month. You will be required to pay for your first month in cash, by cheque (made payable to “The Holbrook Club”) or by credit or debit card when you hand in your application form and direct debit mandate.

You will also be asked to pay your £15.00 gym induction fee if you are applying for gym membership.

Q20. Can I bring my friends to the Club?

A. Yes, your friends are welcome but must be signed in as Guests and a Guest Fee of £2.00 per Guest (aged 16+) is payable at reception. Children aged 15 and under are not charged a Guest Fee. (N.B. As a Members’ Club, restrictions apply to the number and frequency of Guest visits – further details can be provided on request).

Q21. Can I attend events at the Club?

A. Yes, as a Member, you can attend any of the events laid on by the Club for its Members at the lower Members’ rate. (N.B. You can also bring your friends along but they will be required to pay the slightly higher non-member rate).

Q22. Can I bring my children to Club events?

A. Yes, children are welcome at most events, many of which like our monthly Family Disco are organised with children in mind. However, parents remain responsible for their child(ren)’s behaviour, safety and well-being at all times.

Q23. Does the Club operate a “going home” time for children?

A. Yes, on Sundays to Thursdays the “going home” time is 9.30 p.m. On Fridays and Saturdays, the later time of 10.00 p.m. applies. However, for functions that are designated as “Family” events, children are welcome to stay throughout the evening.

Q24. As a Member, can I hire out the facilities for a private function?

A. Yes, subject to the date and time you require being available, you can hire out the main hall (or part of it) for your own party, disco or dance at a lower Members’ rate. (Please contact the Club office which will handle your booking enquiry and quote you the hire cost).

Q25. Does the Club cater for business meeting room hire?

A. Yes, we can offer business meeting rooms of various sizes equipped to your specification both for daytime and evening use. We can also provide a full catering service – teas, coffees and hot or cold buffet lunches at an inclusive “per delegate” rate plus access to the bar (if required).

Q26. Do you provide a catering service for Members?

A. Yes, we have a kitchen which provides hot and cold food weekday evenings from 6.00 pm (5.00 pm on Fridays) until 9.00 pm. The kitchen opens on Saturdays from midday to 9.00 p.m. and on Sundays from midday to 4.00 p.m. The kitchen is also open on Friday lunchtimes from midday to 2.00 p.m. In addition, we can cater for parties and private functions for both small and large groups.

Q27. How do I pay for Food and Drinks

A. The Club now operates a members Privilege Card Scheme. Members will benefit from club prices for food and drink when they credit money onto their membership card. Please note there is a minimum top up of £10.00 for adults and £5.00 for under 18.

Q28. What sports are available at the Club?

A. The list is comprehensive and extensive; it would almost be easier to say what sports are not available to members!!!

The sports we cater for include: Archery, Badminton, Bar Billiards, Basketball, Cricket, Darts, Football (11 and 5-a-side), Golf, Gym, Hockey, Netball, Pool, Rifle Shooting, Skittles, Racquet Ball, Rounders, Rugby, Snooker, Squash, Stoolball, Table Tennis, Tennis and Volleyball.

Q29. Can I join any of the sports sections or teams?

A. Yes, every sports section is always on the lookout for new players. Many sections run “Club Nights” and have League teams should you wish to play competitively. Details of who to contact to join a sports section or team can be provided on request.

Q30. Do I have to join the Club for a minimum period?

A. No – we only ask you to pay one month at a time (by direct debit) and you do not have to “sign up” for a minimum period for either the Club or Club Plus gym. All we ask is that you give us 30 days notice if you do decide to cancel your Club or gym membership.

Q31. Can I have a tour of the facilities before I apply to join?

A. Yes, we would be delighted to show you around our extensive facilities at any time (although it is best to arrange a mutually agreeable date and time via the Club office on 01403 751150).

Q32. How do I become a Member?

A. Simply complete an application form and a direct debit mandate and hand them in to the Club office or reception. (If you wish to join the gym, you will need to complete a Lifestyle & Health Questionnaire as well). You will also need to be sponsored as explained in Q1. above.

Q33. Do I have to wait before I can enjoy the benefits of my membership?

A. As a private Members' Club, a new Member must wait 48 hours from the date they submit their application form before they are allowed unaccompanied entry to the Club; a small price to pay before being allowed to enjoy all the Club's many facilities.....

Q34. What happens next?

A. Your name and address will be placed on the Club noticeboard alongside all the other applicants. Club Members can then see who has applied to join. All application forms must then go before the Membership Committee for them to "elect" you as a new Club Member which is usually just a formality.

While this process is taking place, you will receive a letter (or e-mail) acknowledging your application form and advising you that your Membership Card is ready for collection from the Club reception. The letter (or e-mail) will also let you know when the first direct debit collection will take place and how much will be collected.

If you have applied for gym membership, you will be contacted by one of our fitness instructors to arrange your induction session. (N.B. Your membership card will not be programmed to open the gym door until after you have had your induction session).

Once you have collected your Membership Card you will then be free to enter the Club and enjoy all the facilities.....

*****Welcome to The Holbrook Club*****