

The 1Life Health Commitment Statement



The Health Commitment Statement Scheme is an industry-wide method of communicating the relationship between our service and our Customers and Members. It aims to be accessible, clear and customer-focussed. 1Life subscribes to this industry scheme.

Your health is your responsibility. The management and staff of this organisation are dedicated to helping you take every opportunity to enjoy the facilities that 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 decisions about what exercise you can carry out. However we ask you not to exercise beyond what you consider your own abilities.
2. We will make every reasonable effort to make sure that our equipment and facilities are in a safe condition for you to use and enjoy.
3. We will make all reasonable steps to ensure that our staff are qualified to the fitness industry standards as set by the register of exercise professionals.
4. If you tell us that you have a disability which puts you at a substantial disadvantage in accessing our equipment and facilities we will consider what adjustments, if any are reasonable for us to make.
5. We will provide a qualified instructor to show you use of our fitness equipment.

Your commitment to us

1. You should not exercise beyond your own abilities. If you know or are concerned that you have a medical condition which might interfere with you exercising safely, before you use our equipment and facilities, you should get advice from a relevant medical professional and follow that advice. These may include, heart conditions; high blood pressure; epilepsy; women who are currently pregnant; diabetes; recent stroke; some mental health illnesses; customers who have had recent surgery.
2. You should make yourself aware of any rules and instructions, including warning notices. Exercise carries its own risks. You should not carry out any activities which you have been told are not suitable for you.
3. You should let us know immediately if you feel ill when using our equipment or facilities. Our staff members are not qualified doctors but there will be someone available who has had first aid training.
4. If you have a disability, you must follow any reasonable instructions to allow you to exercise safely.

We ask that our Customers and Members take notice of the terms of our commitments and their own under this scheme. For more information on this scheme, please contact a member of our Team.

Thank You



This statement is for guidance only. It is not a legally binding agreement between you and us and does not create any obligations which you or we must meet.
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