

Charlton House Hotel New Membership Information and FAQ's

1. How do I join?

If you are looking to join us as a new member, our main reception team will be your first port of call. You are more than welcome to drop in talk through our membership program in person or alternatively call on 01749 717 751 option 1. We are currently working on an online platform, which can be found via <https://www.somerset.montigoresorts.com/> once completed.

2. What are the costs? and how long are the contracts?

We offer 2 types of contracts - Full Use, which includes spa facilities as well as our gym, or Gym only. These contracts can be set up via direct debit for a 12-month contract. Alternatively, we do offer 12 months pre-paid.

Direct Debits

Single

- Gym membership £50pm
- Spa access only membership £90pm
- Full membership £120pm
- Corporate gym membership £45pm
- Corporate Spa membership £80pm
- Corporate Full membership £110

Couple Membership pricing per person

- Gym membership £45.00pm
- Spa access only membership £80pm
- Full membership £110pm

** All new memberships are subject to a £30 joining fee*

3. Can I freeze my membership?

The ability to freeze memberships is available minimum 2 months at £12 per month.

4. Do you offer discounts such as the Blue Light discount?

We currently do not offer the ability to add additional discounts on top of our membership rates.

5. What is included?

Gym Only

- Full access to our gym area which includes our top of the range techno gym equipment, free weights area, as well as an onsite Personal Trainer
- Ability to book onto our weekly class schedule
- Onsite 1:1 induction as well as our Free 12-Week Training Program with a Personal Trainer

Full Use

- Full access to our Thermal Spa which, which includes a Hydrotherapy pool, Hot Tub, Steam Room, Sauna and Laconicum
- Full access to our gym area which includes our top of the range techno gym equipment, free weights area, as well as an onsite Personal Trainer
- Ability to book onto our weekly class schedule
- Onsite 1:1 induction as well as our Free 12-Week Training Program with a Personal Trainer

6. Do you have any additional Member Benefits?

As well as what is included in your individual contract all our members can indulge in the following offers onsite:

- 20% Off Spa Treatments (Monday – Friday excluding Bank holidays)
- 10% Off Spa products
- 20% Off Food and Drink
- 20% Off Accommodation (Monday – Friday excluding Bank holidays)

7. What are your opening times?

Hotel Reception: is manned 24/7 by our reception and night porter team

GYM Area: Opens at 6 am and Closes at 10 pm Daily

SPA Area: Opens at 9 am and Closes at 9 pm Daily.

8. Do you have an age limit?

Due to our health and safety policy, which is in place to protect all our visitors, we do enforce a strict over 18's only rule within both our Spa and Gym area.

9. Can I book a Tour of facilities?

We would love to welcome you to the hotel so that we can show you what we can offer. This can be booked either via main reception or via our personal trainer who can be contracted through

mcrm@montigoresorts-somerset.com

10. What is included in the induction?

During your induction you will be introduced to our gym area by our personal trainer who will walk you through the safe use of all our equipment onsite and ensure that you are comfortable in using the facilities. Following this a member of our Spa team will then provide you with our spa safety information if applicable, and give you a general tour of the hotel, and the services onsite.

11. Are there any days that members cannot attend the hotel?

At Charlton house hotel we do have a vibrant hotel space, which can sometimes mean that there may be a handful of days where we ask you to refrain from using the facilities onsite. This is due to us offering exclusive use weddings. We will of course provide plenty of notice if these types of events are being held.

12. What is your Class Schedule?

Whether its Yoga or Circuits, we have a diverse range of weekly classes to suite everyone's taste. These can be booked on an unlimited basis, via our easy-to-use app portal.

Monday	Tuesday	Wednesday	Thursday	Friday
Circuits 0900-0945	Yoga 0730-0830	HIIT 0845-0915	Bootcamp 0900-0945	Yoga 0730-0830
Yoga 1000-1100	Legs, Bums & Tums 0900-0945	Yoga 0930-1030	Beginners Yoga 1000-1100	Circuits 0900-0945
Smart Core 1700-1730	Body Balance 1700-1800	Pilates 1730-1830	Body Balance 1700-1800	
Pilates 1730-1830	Body Combat 1800-1900	Yoga 1830-1930		
Body Conditioning 1830-1930				