



FOTA ISLAND
SPA

CODE OF CONDUCT MEMBERS AND VISITORS OF FOTA ISLAND SPA

Fota Island Resort has adopted a Resort Code of Conduct as a constituent part of its membership policy. The Resort covers all areas within Fota Island Resort that being all facilities and outlets and requires that all members and visitors accept this policy. The Resort will make available to all members copies of that Code of Conduct on its members website.

The
FOTA | *Collection*





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CODE OF CONDUCT

A. This Code of Conduct (the ‘code’) is binding on:

OBJECTIVES

i. All registered Members. It is also binding on guests and visitors to Fota Island Spa.

This Code is introduced to:

i. Ensure that the policies and decisions of the Company are implemented professionally and in an objective and accountable manner.

ii. Re-affirm the commitment of all members to act in the best interests of the Resort.

iii. Provide a further deterrent against disrespectful conduct, behaviour and practices, which may be detrimental to the best interests of the Resort and/or the wellbeing of staff, fellow members and visitors of Fota Island Spa



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RESPONSIBILITIES OF MEMBERS

C. Members must:

- i. Act in the best interests of the Resort and take all necessary steps to assist the Resort in achieving its objectives in such a way that their credibility and integrity is not compromised.
- ii. Conduct themselves in a manner worthy of their membership.
- iii. Dress in appropriate apparel for exercising and swimming, including clothing and footwear.
- iv. Dress in appropriate apparel when entering the steam room and sauna.
- v. Members are expected to adhere to good conduct in and around the Fota Island Spa at all times.
- vi. Fota Island Spa is frequented by all age groups and it is important not to cause offence by improper conduct, improper utterances or use of bad language.
- vii. All members and their guests must be respectful to all staff and adhere to instructions given by staff.



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D. Members may not:

- i. Engage in conduct, behaviour or practices, which may be detrimental to the best interests of the Resort.
- ii. Engage in any conduct, behaviour or practices, which may bring Fota Island Spa into disrepute.
- iii. Commit or be responsible for, and/or party to, any form of discrimination including, but not limited to, discrimination on the basis of race, colour, gender, sex, ethnic/social origin, religion or political persuasion.
- iv. Do anything which is likely to intimidate, offend, insult or humiliate any person on the grounds of his or her race, colour, gender, sex, ethnic/social origin, religion or political persuasion.
- v. Harass any person on any grounds whether physical, verbal, mental, or sexual.
- vi. Engage in conduct within Fota Island Spa and its facilities which can be construed as confrontational, aggressive, inappropriate or rude to any other member, visitor or member of staff.



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ANNUAL FOTA ISLAND SPA MEMBERSHIP SUBSCRIPTIONS

i. Any member whose subscription has expired will not be permitted to avail of any Fota Island Spa Facilities & Fitness Classes. All members shall pay their membership subscription fees in full, failure to do so will result in membership being suspended. All members signed up for direct debit shall ensure that funds are available, failure to do so may result in membership termination.

VISITORS

i Members shall accompany their guests when using facilities of Fota Island spa and shall be responsible for their conduct



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BREACHES OF THE CODE

- i. An alleged breach of the Code shall be investigated by the Resort.
- ii. A member or associate may report an incident in writing by e-mail to the Resort and they shall determine if an investigation of an alleged breach of the Code is required in their discretion on condition that the rules of natural justice are complied with.
- iii. If the Resort determines that a breach of the Code may have been committed, they shall refer the matter to the Resort Executive Committee.
- iv. The Resort Executive Committee shall then hear the case and determine if a breach of the Code had been committed. They may impose suspension or for a specified period or expulsion from Fota Island Spa. In the extreme case of expulsion, membership fees would not be refunded. All decisions taken by the Resort Executive Committee are final.

Fota Island Resort shall take disciplinary action against any visitors or members who do not adhere to the above Code of Conduct.