

**WTC Fitness  
CODE OF CONDUCT**

**1. General terms**

- 1.1. The present WTC Fitness (further – the Club) Code of Conduct (further – Code) have been designed by Administration of «WTC-Fitness» Ltd. and is binding for all Club Members.
- 1.2. The Code and its regular updates may be checked on the notice board and the Club website [www.wtcfitness.ru](http://www.wtcfitness.ru) (further – the Club website).
- 1.3. The Code regulates relations between the Club Members and the Club (its Administration).
- 1.4. To become the Club Member a person must be at least 16 (sixteen) years old.
- 1.5. The Club Members shall read, understand and sign the Code before they start using the Club services.
- 1.6. Signing of the health recreation and sports services agreement (further – the Agreement) is the Club's Member confirmation to accept and observe the Code.
- 1.7. The Club reserves the right to unilaterally add to and alter the Code. The amendments come into force 5 (five) calendar days after being publicly available on the notice board and the Club website.
- 1.8. The Club is qualified as a non-public, membership club.

**2. The Club opening hours and service terms**

- 2.1. The Club is opened daily through the year within the stated opening hours adjusted for service breaks.
- 2.2. The Club opening hours:
  - working days: from 7:00 am to 11:00 pm (admission time – latest till 10:30 pm, exit time – not later than 11:00 pm);
  - weekends and public holidays: from 9:00 am to 9:00 pm (admission time – latest till 8:30 pm, exit time – not later than 9:00 pm).The Club Sales Department working hours:
  - working days, weekends and public holidays: from 9:00 am to 9:00 pm.
- 2.3. The Club reserves the right to alter its working schedule and opening hours.
- 2.4. The Information on working schedule and opening hours' alternations is placed on the notice board and the Club website.
- 2.5. Number of service breaks in the Club's operation and/or its facilities and premises, as well as the breaks' duration are specified according to the sanitary rules and regulations, the technical operation rules.
- 2.6. The Club reserves the right to restrict access to the training premises, as well as close the premises at the time of special events and/or repair works while hosting the Club events. In such cases the Club provides at least 24 hours notice to the Club's Members by placing it on the notice board and the Club website.
- 2.7. To maintain equipment and facilities in proper condition as and when required, the Club has the right to fully or partially terminate its services provisions to the Club Members for a period limited to 7 (seven) days.
- 2.8. To provide personal and public security as well as safety of the Club Members' personal belongings, the Club and the adjacent areas are equipped with the video surveillance technology.
- 2.9. Unauthorized trade, placing ads and promotional materials, taking polls and holding other activities of private or commercial nature are strictly prohibited within the Club premises.

**3. Terms of Club services**

- 3.1. The Club Membership Card, given to the Club Member by submission the person's passport and signing the Club Agreement, is the access pass to the Club premises.
- 3.2. The Club Membership is personal and cannot be transferred or used by any other person. In case the Club Member for any reason failures to personally obtain the Club's services, the Club Membership Card may be reissued in accordance with the Agreement terms and used by another person.
- 3.3. To reissue the Club Membership Card the Club Member shall apply in written to the Club Administration and pay the corresponding expenses. The Membership Card can be reissued only once during its validity period. After reissuing, the former Card becomes invalid.
- 3.4. In case the unauthorized transfer of the Membership Card to another person without resigning of the Agreement is proven, the Club Administration has the right to recall and cancel the Card.
- 3.5. The Club Membership Card is valid from the first visit of the Club Member to the Club. The new Club Member photo shall be made at the first visit of the Club at the reception desk for the purposes of the Club Member identity and safety, otherwise the Club has the right to terminate the Agreement with the Club Member and suspend him/her from accessing the Club premises.
- 3.6. To enter the Club, the Member shall show his/her Membership Card at request of the Club staff at the reception desk. In case of the Card temporary absence due to reasons (when being replaced/lost) the Club Member may in exceptional cases, show his/her identifying document. In all other cases the Club Member shall show his/her Membership Card and/or bracelet at request of the Club staff.
- 3.7. A bracelet and a towel are given to the Club Member against his/her Membership Card only.
- 3.8. The Club Member may use individual safe box located near the reception area for keeping valuables. The safe box is accessed by key kept at the reception desk, while the Club Member is on site, and available on demand.
- 3.9. In case of loss (or damage) of the Membership Card, bracelet, towel or any other facilities handed out for workouts, the Club Member shall pay a fine in the amount set by the Club and reimburse the amount of loss incurred by the Club.
- 3.10. During his/her stay in the Club the Club Member shall keep personal belongings in individual locker of the locker rooms.
- 3.11. The Club is not responsible for safety of any personal belongings kept out of the individual lockers in locker rooms and workout facilities.
- 3.12. It is not advisable for the Club Members to bring oversized belongings to the Club.
- 3.13. The Club Member shall keep the Club premises clean and in good condition during and after his/her workouts, observe the rules of common hygiene as well as terms of use of some particular Club's areas.
- 3.14. To comply with the rules of common hygiene, by entering the Club the Club Member shall use boot-pack thermo device for outdoor footwear or wear a second pair of shoes.  
The Club Administration may not permit the Club Member to enter the Club facilities in outdoor footwear. Outdoor clothes are permitted only within the reception area and in locker rooms. It is highly recommended to leave the outdoor clothes at the cloakroom near the entrance.
- 3.15. The Members should not wear excessive cologne or perfume before and during the workouts.
- 3.16. While being on site the Club Member shall respect and keep the public order and generally accepted norms of conduct, behave respectfully towards other Members and the Club staff, avoid actions endangering others. It is prohibited to trouble other Club Members, violate general terms of clearness and order, use coarse language, etc. If the Club Member's behavior threatens his/her own health or health of other Club Members, is against common moral and ethical principles, the Club Administration is authorized to suspend him/her from the access to workout facilities.

- 3.17. Smoking is forbidden at all Club premises.
- 3.18. The Club Member is forbidden to enter the Club under alcohol, drugs or other kind of intoxicating agents' influence (or being under its residual effects), as well as to bring and consume low and strong alcoholic beverages, including beer at the Club. In case of violation, the Club Administration is authorized to suspend the Club Member from the access to workout facilities.
- 3.19. The Club Member may bring and consume non-alcoholic drinks in plastic bottles while on site.
- 3.20. It is forbidden to bring any food and consume meals on site.
- 3.21. It is strictly forbidden to bring in any types of firearms, gas spray guns and/or cold steel arms to the Club.
- 3.22. It is strictly forbidden to bring in any types of firearms explosive, flammable, toxic and full flavored substances to the Club.
- 3.23. The Club Member shall observe the Club opening hours, including latest entrance and exit time as per p. 2.2 of the Code.
- 3.24. The Club Member shall wear sportswear and corresponding sports shoes suitable for the type of exercises chosen and workout or group exercise classes' areas.
- 3.25. The Club Member is prohibited to work out in clothes with well-defined ethical or religious symbols.
- 3.26. It is forbidden to workout bare-chested.
- 3.27. It is forbidden to wear cleats or high-heeled (more than 2 cm) shoes.
- 3.28. It is allowed to change clothes in the Club locker rooms only.
- 3.29. All Club Members are highly recommended to pass medical screening before starting the workouts, and further pass the procedure on the regular basis. In case the Club Member feels bad during the workouts, he/she shall immediately stop exercising and ask the Club staff to call for doctor (an ambulance) and administer first aid. The Club is not responsible for harm to the Club Member health resulting from his/her workouts.
- 3.30. The Club Member may use only the Club trainers' services. In case the Club Member engages a Club trainer for him/herself and pays him/her directly (in cash or via bank transfer), but not to the Club's reception desk, such actions consider serious violation of the Club's Code and may result in unilateral termination of the Agreement with the Club Member, with no refunding of unused services.
- 3.31. Club Member is forbidden to personally train another Club Member.
- 3.32. It is not allowed for the Club Member to visit the Club territory with pets, wild animals, birds and reptiles.
- 3.33. No camera-, video- and photo recording is allowed in the Club without prior written permission given by the Club Administration.
- 3.34. It not advisable for the Club Member to use music or any other electronic devices of the Club (including remote controls in the swimming pool area) without the Club Administration permission.
- 3.35. The Club Member shall not enter the Club staff premises only, except for being asked or invited to by the Club staff.
- 3.36. The Club Member may use car parking slots on the World Trade Center territory during his/her visit to the Club. Parking conditions are established by PJSC World Trade Center. In case of delayed payment for parking the Club Administration may block the parking card until the payment is made in full.
- 3.37. The club is not responsible for safety of the Club Member's car located in the parking lot of the World Trade Center or the surrounding area, as well as for any valuables left inside the car.
- 3.38. Before leaving the Club the Club Member shall remove all his/her personal belongings and empty the locker, leave the bracelet at the reception desk and take his/her Membership card in return.
- 3.39. The Club Member may submit his/her comments, proposals and recommendations about the Club services rendered and other issues at the reception desk.
- 3.40. In case the Club Member repeatedly (two or more times) violates the Code terms and receives warnings, the Club Administration is authorized to suspend him/her from visiting the Club Membership as a Club Member.

## **The Club facilities rules**

### **4. Locker rooms rules**

- 4.1. Locker rooms are used to leave and keep clothes, shoes and other personal belongings of the Club Member.
- 4.2. A locker bracelet is given to the Club Member at the reception desk against the Club Membership Card and shall be returned when leaving the Club premises.
- 4.3. In the locker room the Club Member shall not:
  - Leave personal belongings outside the locker;
  - Leave personal belongings in the locker after finishing exercises and leaving the Club;
  - Drink low or strong alcohol beverages, consume meals.
- 4.4. All the lockers are being opened and checked during nonworking hours of the Club.
- 4.5. All personal belongings left in locker rooms are stored by the Club Administration during 1 (one) month period. Unclaimed belongings are disposed of upon the expiry of the period.
- 4.6. Common health and hygienic principles shall be observed when being at WC premises.

### **5. Shower rooms rules**

- 5.1. The Club shower rooms are used for taking a shower prior and upon completion of workouts.
- 5.2. In busy hours the Club Members are required to occupy the shower for a reasonable period of time and wait in line if necessary.
- 5.3. It is forbidden to bring any detergents (shampoo, conditioner or shower gel) in glass to avoid any injuries.
- 5.4. The personal detergents shall be taken away after taking a shower.

### **6. Workout facility rules**

- 6.1. The Club Member is recommended to first take introductory workout session (orientation) with personal trainer, covered by the Membership Card.
- 6.2. All questions re the equipment operation shall be addressed to the trainer on duty.
- 6.3. The Club Member shall observe safety regulations and equipment operating rules while being on site.
- 6.4. Maximum weight lifting is allowed only in the presence of and under supervision of the trainer on duty.
- 6.5. The Club Member shall control his/her temper and avoid shouting and using coarse language when making exercises.
- 6.6. During workout the mobile phones shall be switched to silent mode.
- 6.7. Upon completion of workout, the Club Member shall return the used equipment to its initial place of storage.
- 6.8. While attending workout facilities, for safety reasons, it is prohibited to:
  - wear inappropriate footwear (including sleepers, high-heel shoes, sandals, flip-flops), stay barefoot, as well as footwear, that can damage special flooring and influence its quality;
  - be bare-chested;

- move equipment and sports gear;
  - lift the barbell without fixing weight plates by collars;
  - disturb other Club Member's workout space;
  - bring bags and other personal belongings to the workout facilities;
  - throw barbells, weight plates, dumbbells and other equipment;
- 6.9. The Club Member is liable for any furniture, equipment or sport gears damage. The damage is to be paid at the Club reception desk.
- 6.10. In case the Club Member behaves in a way that breaches the workout facilities, the trainer on duty is authorized to suspend the Club Member from the facilities.

## 7. Group exercise and boxing facility rules

- 7.1. Group exercise facility is to be used for different group exercise classes.
- 7.2. Boxing facility is used both for individual and group workouts.
- 7.3. Group exercise classes are carried out on schedule. The Club Administration may alter the schedule on a reasonable notice and replace the trainer in case of his/her illness, vacation, dismissal and other reasons. Group exercise classes' schedule is placed on the notice board and the Club website.
- 7.4. The Club Member shall arrive to the Club on schedule, without delays.
- 7.5. The group exercise classes trainer is authorized not to allow the Club Member to attend the classes in case of more than 10 minutes' delay (after warm-ups) and improper level of the Club Member physical training.
- 7.6. In case the Club Member consumes water during workout, to avoid injuries, the foam cup with water shall be placed on stable surfaces. The Club Member should be careful while moving along the facilities carrying a foam cup with water. The Club staff shall be immediately informed in case water is poured on the floor.
- 7.7. While attending group exercise classes and boxing facilities for safety reasons it is prohibited to:
- wear footwear that can damage special flooring and influence its quality;  
no footwear (barefoot) is required during specific exercise classes such as yoga, pilates, eastern practices and martial arts;
  - use one's own choreography and sports gear without corresponding instruction of the trainer;
  - use personal audio- and video- devices during the workouts;
  - use mobile phones;
  - wear excessive cologne or perfume.
- 7.8. Upon completion of group exercise classes or individual workouts, the used equipment shall be returned to its initial place of storage.
- 7.9. The Club Member is allowed to use group exercise classes facilities for his personal workouts (using its equipment) if no classes conducted the while.
- 7.10. The Club Member is liable for any furniture, equipment or sport gears damage. The damage is to be paid at the Club reception desk.
- 7.11. In case the Club Member behaves in a way that breaches the group exercise and boxing facility rules, the trainer is authorized to suspend the Club Member from the facilities.

## 8. Personal training workout rules

- 8.1. Personal training workout is the Club extra service not covered by the Club Membership card and shall be paid in advance as per Club Price list at the reception desk of the Club.
- 8.2. Only the Club trainer may perform personal training workout to the Club Member.
- 8.3. Personal training workout lasts 60 minutes;
- 8.4. Personal training workout shall be booked in advance; date and time of workout are agreed with the trainer.
- 8.5. If the Club Member is being late for personal training workout, the length of workout session is to be shortening accordingly.
- 8.6. The length of personal training workout session in such case may be extended only by the trainer, if he/she is not occupied further.
- 8.7. The prepaid personal training workout may be canceled or rescheduled latest 8 hours' prior the workout session.
- 8.8. The Club Member shall duly inform his/her personal trainer and the Club reception administrator about the workout session cancellation or schedule change.
- 8.9. In case of the Club Member no show, late notice or delayed rescheduling, the workout session considers as performed and is not compensated or refunded by the Club.
- 8.10. The Club Administration may replace personal trainer in case of his/her illness, vacation or dismissal or other reasons.

## 9. Swimming pool rules

- 9.1. The swimming pool depth is between 1,4 and 2,0 meters
- 9.2. The Club Member is recommended to first take introductory swimming session with personal trainer, covered by the Membership Card.
- 9.3. Before entering the pool area, the Club Member must shower. It is not recommended to apply any skin creams before entering the pool area.
- 9.4. The Club Member shall wear only sports swimwear (swimsuit or swim trunk, cap, flip-flops; goggles - as an option) while being at the pool area.
- 9.5. It is prohibited to enter swimming pool area if the Club Member has open wounds, injuries, dermatomycosis or other skin diseases;
- 9.6. Within the swimming pool area, it is prohibited to:
- wear improper clothes and footwear;
  - run;
  - jump and dive unless allowed and supervised by the swimming pool area trainer on duty;
  - use the equipment and sports gear of the swimming pool for swimming purposes only;
  - bring in bags, meals, mobile phones;
  - chew the chewing gum when swimming;
  - sitting or hanging onto lane lines;
  - violate the rules of swimming etiquette, i.e. the Club Members shall swim counterclockwise.
- 9.7. Group water aerobics classes are performed on schedule. The schedule is placed on the notice board and the Club website. The schedule may be amended by the Club Administration. The Club Member shall come to the classes without delay. The delay for more than 10 minutes (after the warm-up) may incur threat for health

of the Club Member and empower the trainer not to allow him/her to attend the classes.

- 9.8. The Club Administration reserves the right to limit the free swimming zone during group classes, sports competitions, exhibition performances or show programs.
- 9.9. The Club Member is liable for any swimming pool equipment or other sport gears damage. The damage is to be paid at the Club reception desk.
- 9.10. In case the Club Member behaves in a way that breaches the swimming pool rules, the trainer is authorized to suspend the Club Member from the facilities.

#### **10. Sauna rules**

- 10.1. Before entering sauna, the Club Member must shower and remove any jewelry;
- 10.2. For the reason of personal hygiene, it is recommended to bring in a towel to cover the wooden bench;
- 10.3. In sauna it is prohibited to:
  - wear shoes, even flip-flops. The shoes should be left at the sauna entrance;
  - apply creams, peelings, scrubs, essential oils, honey, and other cosmetics;
  - touch the surface of sauna stones;
  - consume meals and beverages;
  - dry swimwear or towels.It is allowed to pour some water (with no essential oils add) on sauna stones if other Club Members are not against.

#### **11. Steam room rules**

- 11.1. Before entering the steam room, the Club Member must shower;
- 11.2. The Club Member shall visit steam room in swimwear and flip-flops only;
- 11.3. In steam room it is prohibited to:
  - wear excessive cologne or perfume;
  - apply creams, peelings, scrubs, essential oils, honey, and other cosmetics;
  - consume meals and beverages.

#### **12. Guest visit rules**

- 12.1. Guest visit is a single entry visit aiming to further joining the Club and become a Club Member.
- 12.2. Guest visit is a single entry visit.
- 12.3. Guest visit is provided on the complementary basis according to the Membership type of the Club Member and is applicable to any of his/her relatives and acquaintances (hereinafter - the Guest).
- 12.4. The number of guest visits of the Club Member is specified in the Club Member Agreement.
- 12.5. Guest visit is carried out in the presence of current Club Member only.
- 12.6. The Guest visit is initiated by the sales department of the Club within its working hours (9 am – 9 pm daily) against submission of the Guest ID document in the present of current Club Member.
- 12.7. The sales department records the number of Guest's visits left at the Club Member Card.
- 12.8. Further the Guest receives a bracelet and a towel. He/she may be also provided with an individual safe box if needed.
- 12.9. During his/her stay at the Club the Guest considers the Club Member and shall observe the Club Code of Conduct while on site.
- 12.10. Prior to entering the Club workout facilities, the Guest shall read, understand and sign the present Code of Conduct.
- 12.11. The list of the Club services allowed to the Guest:
  - use of sports zones;
  - use of locker and shower rooms;
  - use of other premises designed for the Club Members;The Guest may also use fee-based services as per the Club Price list.
- 12.12. Upon completion of his/her visit the Guest shall return bracelet to the reception desk and leave the key in the safe box lock - in case he/she used it.

#### **13. Single entry pass rules**

- 13.1. Single entry pass – is a single entry visit of the Club as per the Club Price list.
- 13.2. Single entry pass may be used by any individual (hereinafter – the Guest), willing to use the Club services as per the Club Price list.
- 13.3. There is no limit on single entry passes number.
- 13.4. The single entry pass is initiated by the sales department of the Club within its working hours (9 am – 9 pm daily) against submission of the Guest ID document.
- 13.5. Guest shall make 100% advance payment at the reception desk of the Club as per the Club Price list before entering the workout facilities of the Club.  
Each further single entry pass is paid separately.
- 13.6. Further the Guest receives a bracelet and a towel. He/she may be also provided with an individual safe box if needed.
- 13.7. The single entry pass is valid since the bracelet activation at the reception desk and till the moment the Guest returns the bracelet to the reception desk and leaves the Club.
- 13.8. During the Guest stay at the Club the Guest considers the Club Member and shall observe the Club Code of Conduct while on site.
- 13.9. Prior to entering the Club workout facilities, the Guest shall read, understand and sign the present Code of Conduct.
- 13.10. The list of the Club services allowed to the guest:
  - use of sports zones;
  - use of locker and shower rooms;
  - use of other premises designed for the Club Members;The Guest may also use fee-based services as per the Club Price list.
- 13.11. Upon completion of his/her visit the Guest shall return bracelet to the reception desk and leave the key in the safe box lock - in case he/she used it.

#### **14. Single entry pass for guest staying at Crowne Plaza Moscow WTC hotel and Mezhdunarodnaya aparthotel**

- 14.1. Single entry pass for hotel guest – is a single entry pass for the hotels' guest valid during their stay at the hotel on special conditions as per the Price list of the Club.
- 14.2. There is no limit on single entry passes number during the guest stay at the hotel.

- 14.3. The single entry pass is initiated at the reception desk during Club's working hours by submission of the Guest hotel room key only. The Club services are not rendered to the Guest in case of his/her ID document submission.
- 14.4. Guest shall make 100% advance payment for the single entry pass at the reception desk of the Club as per the Club Price list before entering the workout facilities of the Club.  
Each further single entry pass is paid separately.
- 14.5. A bracelet from the locker in the locker room and a towel are provided to the Guest against the Guest hotel room key only. During the Guest being on site, the Club reception administrator is responsible for safety of the Guest hotel room key. The Guest may be also provided with an individual safe box if needed.
- 14.6. The single entry pass is valid since the bracelet activation at the reception desk and till the moment the Guest returns the bracelet to the reception desk and is given his/her hotel room key in return.
- 14.7. During the Guest stay at the Club the Guest considers the Club Member and shall observe the present Code of Conduct while on site.  
Prior to entering the Club workout facilities, the Guest shall read, understand and sign the present Code of Conduct. During his/her stay at the hotel the Guest signs the Code once only. The signed Code is valid during the Guest stay at the hotel and is kept at the reception desk of the Club till the moment of Guest check-out from the hotel.
- 14.8. The list of the Club services allowed to the guest:
  - use of sports zones;
  - use of locker and shower rooms;
  - use of other premises designed for the Club Members;The Guest may also use fee-based services as per the Club Price list.
- 14.9. Upon completion of his/her visit the Guest shall return bracelet to the reception desk and leave the key in the safe box lock - in case he/she used it.

The Club Administration is not responsible for any adverse effects occurred due to the fault of the Club Member, related to violation of the present Code. In case of the Code violations the Club Administration reserves the right to terminate the Agreement or deny the Club Member extend his/her Membership in the Club.

The Code came into force on February 15<sup>th</sup>, 2017