

Fitness Industry Association

# Code of Practice



## INTRODUCTION



Welcome to the Fitness Industry Association's Code of Practice. This document is vital in supporting health and fitness operators maintain a solid level of practice, and covers safety, staff training and customer care.

The Code of Practice aims to enhance the customer experience and raise the level of practice throughout all FIA facilities. The Code will create a 'badge' that consumers associate with best practice and look for prior to joining fitness clubs or centres.

The FIA's communications department will aim to generate in excess of £1million PR Coverage for the FIA and Code of Practice during 2004 and will continue to build upon this in future years. This will ensure that the Code of Practice's profile and importance continues to grow and fitness facilities continue to benefit from their compliant status.

It is important you comply with the Code of Practice to demonstrate your commitment to standards, quality and customer welfare and as a means to enhance the reputation of your facility. The FIA team will endeavour to support you as much as possible in the process of your compliance.

The Code of Practice represents an important statement to Government and other regulatory bodies that we are a professional industry that is capable of self-regulation and takes its operation and duty of care seriously.

A handwritten signature in black ink, appearing to read 'N Wallace'. The signature is stylized and cursive.

**Nigel Wallace**  
Executive Director

## SUMMARY

The Fitness Industry Association Code of Practice defines the minimum performance criteria for health clubs and leisure centres, to ensure customers are provided with a safe environment in which to exercise and to assist in achieving health related goals.

This guide to the FIA Code of Practice has been compiled:

- To assist members in interpreting the meaning of the standards.
- To explain the compliance process.
- To explain the review procedure.
- To offer members some guidance and further information.

## FITNESS INDUSTRY ASSOCIATION MISSION STATEMENT

The Fitness Industry Association's mission is to continually raise standards, promote and represent the health and fitness industry in the pursuit of a more physically active and healthier nation.

## COMPLIANCE

Members are eligible to comply with the new FIA Code of Practice from 1<sup>st</sup> January 2004 and must therefore confirm their compliance at each annual renewal of their membership.

## NON COMPLIANCE

Compliance is based upon accurate reporting but is subject to review. In complying to the standards each FIA member accepts that their facility may be subject to review by an external assessor.

## REVIEW PROCEDURE

If an assessor considers a facility to be non-compliant then the facility will be given 30 days to re-dress the cause of non-compliance. Failure to remedy the situation within the specified timeframe will result in immediate suspension of the Code of Practice compliance status.

## APPEAL

Should a facility dispute the assessment they are at liberty to report the matter in writing to the FIA Executive Director.

The Executive Director will review the complaint, gathering all the relevant information and documentation. If the Executive Director is unable to resolve the complaint, it will be referred to the Review Committee.

The Review Committee will comprise the Executive Director of the FIA, two members of the Board of Directors and an external health and safety specialist; the latter to be appointed annually.

The FIA Code of Practice Review Committee will consider all reports of members' non-compliance and will confirm any disciplinary action.

The Review Committee will meet no more than four times a year.

## QUERIES

This facilitation guide will assist members to comply with the FIA Code of Practice. However, it is recognised that there may be questions that are not answered in the guide. The FIA team will be pleased to help with any queries and will provide further information where appropriate.

## COMPLIANCE PROCEDURES

**Step 1** On receipt of the FIA Code of Practice documentation members must sign the Confirmation of Compliance section at the bottom of the form. The Confirmation Form should be returned to the FIA.

Members will have up to six months to achieve compliance from the date of receipt of the Code of Practice documentation. If a member cannot comply at that time there will be a maximum period thereafter of six months in which to comply. Failure to comply by this time will result in termination of FIA membership.

**Step 2** On full compliance (When you have returned your Code of Practice Compliance Confirmation) members will receive a Certificate of Recognition to signify that they comply with the FIA Code of Practice. This certificate should be displayed in the facility in full view of customers and visitors, who should be shown a copy of the FIA Code of Practice upon request.

**Step 3** Compliant members will also receive an information dispenser, that must be displayed near the main reception desk, with leaflets clearly available to members and prospective members. These leaflets will detail compliant member's commitment to the Code and the value of such compliance to the consumer. The leaflet will also detail information about the Register of Exercise Professionals.

**Step 4** Members will be required to signify ongoing compliance on the anniversary of their membership subscription renewal.

**Step 5** A Review Committee will assess the conduct of members who are reported to be violating the requirements despite having registered compliance.

### FITNESS INDUSTRY ASSOCIATION CODE OF PRACTICE

Every member of the FIA has the responsibility to abide by the FIA Code of Practice. This Code of Practice does not create new law or act as a substitute for any existing regulations. The FIA will do its utmost to assist in the interpretation of any of the standards but health clubs and leisure centres should seek further advice regarding any legal questions.

The members of the Fitness Industry Association agree to promote standards, quality and customer welfare throughout the industry and agree to:

### HEALTH AND SAFETY

1. Comply with the FIA health and safety statement.

### STAFF TRAINING

2. Ensure that staff instructing and demonstrating exercise in the gym have received training appropriately aligned to the standard required by the Register of Exercise Professionals (REPs).

### CUSTOMER CARE

3. Ensure that customers are made aware when they join the leisure facility that their membership is on given standard terms and conditions.
4. Ensure that any written contracts for members are in accordance with the Office of Fair Trading's publication, 'Guidance on Unfair Terms in Health and Fitness Club agreements' (March 2002).
5. Offer an appropriate pre-screening questionnaire and exercise induction procedure for members and keep a record for each facility user.
6. Acknowledge complaints by customers and maintain communication with them until the matter is resolved.

This code is intended to operate as a guide for all members of the Association and is not to be taken as an assumption of any duty of care towards any third party who may use any fitness equipment or facility owned or operated by any member of the Fitness Industry Association from time to time.

The sole liability in respect of any member of the FIA to any third party shall only be described in the standard terms and conditions on which any individual joins their leisure facility, or in accordance with any notices relating to liability displayed at their premises.

## HEALTH & SAFETY

### STANDARD 1

#### Comply with the FIA health and safety statement

#### LEGISLATION

- Health & Safety at Work Etc Act 1974 (HASWA)
- Management of Health & Safety at Work Regulations 1999 (MHSWR)

#### GENERAL INFORMATION

The HASWA is a 'framework' act that allows for new regulations to be introduced that supplement the law.

Several new sets of regulations have been brought in over the past few years that assist with the basic principles of HASWA. Risk Assessment is one important concept under these regulations.

#### FIA HEALTH AND SAFETY STATEMENT

The FIA is committed to the pursuit of excellence, both in the quality of the facilities offered to members and guests, and to the standard of health and safety provisions in place.

Clubs and centres must be committed to ensuring the health and safety of employees, members, guests and contractors. They must ensure full compliance with the Health and Safety at Work etc. Act 1974 and associated legislation and strive to exceed the standards set by law. Clubs and centres should comply with the legal requirements of the Disability Discrimination Act.

It is the aim of the FIA's Code of Practice to promote standards of safety and health that will minimise risks and avoid accidents and ill health.

In order to achieve this goal all Code of Practice Compliant sites will need to commit to the following health and safety arrangements and comply with the relevant conditions.

#### Staff Training

Ensure adequate safety induction training is conducted with all staff and that more detailed training is carried out relating to work tasks e.g. hazard spotting, handling chemicals, supervision, pool/spa water hygiene, personal protective equipment and emergency procedures (fire, gas leak, panic alarms).

#### Conduct Risk Assessments

Hazards to employees and customers are identified through a risk assessment process, whereby hazards are removed in the first instance or risks reduced to a safe level through the implementation of controls.

#### Conduct Disaster Planning

Ensure that documentation advising on action to be taken in the event of an emergency situation such as fire, gas leak, fatality etc are in place.

#### COSHH

Compliance with COSHH Regulations 2002 (Control of Substances Hazardous to Health). This will identify substances with the potential to cause harm, and the need for personal protective equipment to be adequate and kept in good condition and document what action to take in the event of an incident.

#### First Aid

Compliance with Health and Safety (First Aid) Regulations 1981 and approved Code of Practice regarding provision of first aid, location, and numbers of qualified first aiders. Only HSE approved courses are adopted.

#### Plant/Equipment

Plant/equipment is required to be kept in a safe condition and periodically inspected by competent persons. These are identified as lifts, boilers, calorifiers, pressure vessels, electrical installations, portable electrical appliances, lightning conductors, man safe wires, window bolts.

Maintenance contractor inspections and testing of equipment are arranged as required.

The use of employee work equipment or plant is restricted to persons who have been adequately trained. Any maintenance, repairs or modifications to such equipment will be undertaken by trained personnel only.

### Gymnasium Equipment

Conduct regular checks and maintenance of equipment as per the manufacturer's guidelines. These checks and maintenance to be documented and a copy of the records kept on site.

### Water Hygiene

Compliance with HSC document "Legionnaires disease (HSE Book 2000) - the control of legionella bacteria in water systems", to ensure risk assessments, water sampling, temperature monitoring, visual inspections, showerhead cleaning and/or chemical dosing are in place to reduce the risk of bacterial contamination.

### Contractors

Contractors are subject to an approval process before being allowed on site. This highlights their safe working practices and ensures compliance with Health and Safety at Work Act and our duties to ensure the safety of non-employees. A record of contractors attending site should be kept.

### Supervision

Compliance with Managing Health and Safety in Swimming Pools (HSE document) is recognised. Suitable risk assessments are required to decide the control measures such as the supervision of poolside area, the means of supervision, and periodic patrolling of wet areas. Suitably located alarms are provided which can be used in an emergency to summon staff assistance. Suitable pictogram signage is also displayed in convenient locations highlighting safety advice and safe use of facilities. Life rescue aids are provided for use in an emergency.

### Sunbeds

Ensure compliance with HSE guidelines on use of sunbeds and ensure a screening process is in place

to identify high risk users. In addition safety advice is displayed advising on potential hazards and safe sunbathing.

### Sauna/Steam Rooms

Advice signage provided hazards associated with sauna and steam rooms, operation temperatures, identification of high risk persons, and guidelines on safe use are provided.

### Spa Bath

Advice signage on hazards associated with spa baths, at risk persons, and instructions on how to use the spa bath safely is provided. Chemical levels are controlled and tested periodically throughout the day, along with monthly bacteriological samples.

### Beauty

Only qualified beauty therapists carry out treatments. Procedures of screening guests undertaking certain treatments to highlight potential health issues are in place. Compliance with local authority guidelines regarding Special Treatment License for registration of electrolysis, massage, ear piercing etc may be required please check with your local authority.

### General

To ensure that both Employers Liability Insurance Certificate and the Health and Safety Law Poster are on show somewhere (probably back of house) within the facility.

## SOURCES OF INFORMATION

### HSE Books

The key HSE publication is:

*Essentials of Health and Safety at Work* Third Edition 1994 (ISBN 0-7176-0716-X)

There is a charge of £5.95 for this publication.

*Health and Safety Law* - A free leaflet on legal requirements for any business.

The authoritative publication by the HSE/English Sports Council is *Managing Health and Safety in Swimming Pools* (1999).

A free leaflet on *Controlling Health Risks from the use of UV Tanning Equipment* is available from the HSE. Contact HSE Books and request leaflet INDG 209- May 03.

*Safe Use of Work Equipment. Provision and Use of Work Equipment. Provision and Use of Work Equipment Regulations 1998 INDG 291 reprinted April 02. Approved Code of Practice and Guidance.* This is one book, priced at £8.00, reference L22 HSE Books 1998 ISBN 07176-1626-6.

*Legionnaires' Disease : Controlling the risks associated with using spa baths.* HSE free information sheet, Tel 08701 545500.

The following free leaflets are available:

- *First Aid at Work: Your Questions Answered* - INDG 214 April 2002.
- *First Aid at Work The H & S Regulation 1981: Approved Code of Practice and Guidance* - L74 1997 ISBN 0-7176-10500.
- *First Aid: Basic Advice on First Aid at Work* - INDG 347 Sept 2003.
- *Everyone's Guide to RIDDOR'95* - MISC 310 Rev 1 August 2002.

A wide selection of further publications about first aid are available from the HSE. For free publications request CAT32 and for priced publications request CAT34.

- *Five steps to Risk Assessment* (INDG 163 Rev1 Sept 2003)
- *Health and Safety Regulation....a short guide.* (HSC Rev 1 August 2003).

A wide variety of further publications are available from the HSE in relation to Health & Safety. They are listed in catalogues available from HSE Books. For free publications request CAT32, for priced publications request CAT34.

### **The Stationery Office**

*The Management of Health and Safety at Work Amendments Regulations 1994* (ISBN 0110430212). There is a charge of £6.00.

*The Health and Safety (Young Persons) Regulations 1997* (ISBN 0110636600). There is a charge of £1.55.

### **Institute of Leisure and Amenity Management (ILAM)**

The following Fact Sheet is available:

- *Health & Safety Regulations - Fact Sheet 98/1.*

ILAM will also offer advice and guidance on relevant publications,  
E-mail: [bookshop@ilam.co.uk](mailto:bookshop@ilam.co.uk)

### **Institute of Sport and Recreation Management (ISRM)**

The ISRM produce a range of display posters which inform facility users of safety considerations. Details of these posters are available in the publications guide available from ISRM.

### **National Examination Board in Occupational Safety and Health (NEBOSH)**

Contact NEBOSH for further information.

### **Sunbed Association**

The Sunbed Association will provide information and guidelines about sunbeds.

### **Suppliers**

Suppliers will provide you with information regarding safe usage and maintenance of their equipment.

### **CONTACT DETAILS**

Please refer to the Useful Contacts section for details of these organisations.

Recognised training courses in first aid are provided by a number of companies.

Telephone the HSE InfoLine for those in your area.

Other bodies providing first aid training are:

- British Red Cross
- St. John's Ambulance
- St. Andrew's Ambulance (Scotland)

### STAFF TRAINING

#### STANDARD 2

Ensure staff instructing and demonstrating exercise in the gym have received training appropriately aligned to the standards required by the Register of Exercise Professionals (REPs).

NB From 1<sup>st</sup> August 2004 compliance to this standard will require all staff involved with the instruction of exercise to be registered at the appropriate level, to perform their role, with REPs.

#### GENERAL INFORMATION

REPs is a system of self-regulation for anyone involved in gym instruction, exercise to music classes, circuits, keep fit, personal training, yoga, aqua aerobics and advanced instruction. It is applicable to all instructors, coaches and teachers in the exercise and fitness industry.

REPs has been established to ensure exercise instructors and supervisors are competent and qualified to do their jobs. This is an important statement to the general public and other health professionals utilising fitness clubs and centres.

Employers should also use the simple grading mechanism of REPs as a benchmark when employing staff. Rather than employers having to understand the vast array of training courses and qualifications available to potential employees, registration will ensure that the individual's qualifications have been ratified and checked against industry standards.

Should clubs or centres be employing staff with qualifications from outside the UK a process of registration exists. In fact many countries qualifications have already been mapped to the REPs standards and provide for automatic transfer.

#### SOURCES OF INFORMATION

The Register of Exercise Professionals  
Charter House, 29A London Road  
Croydon CR0 2RE  
Telephone: 08456 016 067  
E-mail: [info@exerciseregister.org](mailto:info@exerciseregister.org)  
Website: [www.exerciseregister.org](http://www.exerciseregister.org)

### CUSTOMER CARE

#### STANDARD 3

**Ensure that customers are made aware when they join the leisure facility that their membership is on given standard terms and conditions.**

#### GENERAL INFORMATION

Customers must be aware, on joining the leisure facility, of the standard terms and conditions that apply to their membership.

Members must be made aware of any contractual arrangement they are signing, for example, the length of the membership contract and any specific termination clauses.

The environment in which this dialogue takes place must be conducive to allowing free expression and questioning by the client ie it should be conducted as a private consultation, without distractions and not conducted in a group environment.

#### STANDARD 4

Ensure that any written contracts for members are in accordance with The Office of Fair Trading's publication, 'Guidance on Unfair Terms in Health and Fitness Club Agreements' (March 2002).

#### GENERAL INFORMATION

You can find this guidance and other OFT publications about unfair contract terms at <http://www.oft.gov.uk/>

Copies of the general guidance document Unfair Contract Terms Guidance (ref: OFT 311), the explanatory OFT briefing note Unfair Standard Terms (ref: OFT 143) and this guidance (ref: OFT 373) are currently available, free of charge, from:

E C Logistics  
Swallowfield Way  
Hayes  
Middlesex UB3 1DQ  
Telephone: 0870 60 60 321  
Fax: 0870 60 70 321  
E-mail: [oft@eclogistics.co.uk](mailto:oft@eclogistics.co.uk)

#### The Regulations

You can buy a copy of the Unfair Terms in Consumer Contracts Regulations 1999 (SI 1999/2083), price £2, from Stationary Office bookshops, or by post from:

The Stationary Office Publications Centre  
PO Box 29  
Norwich NR3 1GN  
The Regulations are also available free of charge on OFT's website.

#### STANDARD 5

Offer an appropriate pre-screening questionnaire and exercise induction procedure for members and keep a record for each facility user.

#### LEGISLATION

- Health and Safety at Work Act 1974 (HASWA)
- Management of Health and Safety at Work Regulations 1992 (MHSWR)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)

#### GENERAL INFORMATION

Conducting a risk assessment and deciding how these risks can be controlled is a legal requirement for all operators of health and fitness facilities under the MHSWR. Pre-activity screening of members and visitors is one of the most basic of all risk control measures.

The first stage of an induction should be for the member or guest to answer some simple questions about their health. There are many examples of health questionnaires but the health club or leisure centre should, as a minimum standard, include a pre-activity screening.

The induction process that follows the screen must observe procedures in line with PUWER which covers responsibilities in the use of mechanical equipment.

This initial screening process might prove to be a challenge for gyms within hotels or clubs and centres whose premises are used by casual visitors and guests. However, everyone who is going to participate in physical exercise should complete pre-activity screening.

Maintaining a record for each facility user is recommended and all fitness centres should endeavour to do this. The record can be maintained manually or may be computerised but the storage retrieval and use of this data must comply with data protection law.

### SOURCES OF INFORMATION

*Safe Use of Work Equipment 1974. Provision and Use of Work Equipment 1992. Provision and Use of Work Equipment Regulations. Approved Code of Practice and Guidance.* This is one book, priced at £8.00, reference L22 HSE Books 1998 ISBN 07176-1626-6.

The following organisations will also be able to offer expertise and information to assist with this standard. Many of the organisations offer conferences, workshops, newsletters and publications for the fitness industry.

The following list is not exhaustive but will provide guidance on where to seek further information.

British Association of Sport and Exercise Sciences  
Institute of Leisure and Amenity Management  
Institute of Sport and Recreation Management

### CONTACT DETAILS

Please refer to the Useful Contacts section for the contact details of the above organisations.

### STANDARD 6

**Acknowledge complaints by customers and maintain communication with them until the matter is resolved.**

### GENERAL INFORMATION

Compliant operators are required to acknowledge customer complaints and maintain direct communication with the customer while seeking to resolve the matter. Operators should aim to resolve the matter as expediently as possible.

As the industry association the FIA will not enter into direct communication with a customer to resolve a local matter. However, the FIA will be happy to address industry-wide issues.

### USEFUL CONTACTS

**British Association of Sport and Exercise Sciences (BASES)**  
Chelsea Close, Off Amberley Rd  
Armley. Leeds LS12 4HP  
Tel: 0113 289 1020  
Web: [www.bases.org.uk](http://www.bases.org.uk)

**British Red Cross**  
9 Grosvenor Crescent  
London SW1X 7EJ  
Tel: 020 7235 5454  
Web: [www.redcross.org.uk](http://www.redcross.org.uk)

**Fitness Industry Association**  
115 Eastbourne Mews  
London W2 6LQ  
Tel: 020 7298 6730  
E-mail: [info@fia.org.uk](mailto:info@fia.org.uk)  
Web: [www.fia.org.uk](http://www.fia.org.uk)

**HSE Books**  
PO Box 1999  
Sudbury, Suffolk CO10 6FS  
Tel: 01787 881165  
Infoline: 08701 54500  
Web: [www.hsebooks.co.uk](http://www.hsebooks.co.uk)

**International Spa Association (ISPA)**

23 Palace Street  
London SW1E 5HW  
Tel: 020 7233 7234  
E-mail: [admin@ispa.org.uk](mailto:admin@ispa.org.uk)  
Web: [www.experienceispa.com](http://www.experienceispa.com)

**Institute of Leisure and Amenity Management**

ILAM House, Lower Basildon  
Reading, Berks RG8 9NE  
Tel: 01491 874800  
E-mail: [info@ilam.co.uk](mailto:info@ilam.co.uk)  
Web: [www.ilam.co.uk](http://www.ilam.co.uk)

**Institute of Sport and Recreation Management**

Sir John Beckwith Centre for Sport.  
Loughborough University  
Loughborough, Leics LE11 3TU  
Tel: 01509 226474  
E-mail: [info@isrm.co.uk](mailto:info@isrm.co.uk)  
Web: [www.isrm.co.uk](http://www.isrm.co.uk)

**National Examination Board in Occupational Safety and Health (NEBOSH)**

Dominus Way, Meridian Business Park  
Leicester LE19 1QW  
Tel: 0116 263 4700  
E-mail: [info@nebosh.org.uk](mailto:info@nebosh.org.uk)  
Web: [www.nebosh.org.uk](http://www.nebosh.org.uk)

**Office of Fair Trading (OFT)**

Fleetbank House, 2-6 Salisbury Square  
London EC4Y 8JX  
Tel: 020 7211 8000  
E-mail: [enquiries@oft.gov.uk](mailto:enquiries@oft.gov.uk)  
Web: [www.oft.gov.uk](http://www.oft.gov.uk)

**Register of Exercise Professionals (REPs)**

Charter House, 29a London Road  
Croydon CR0 2RE  
Tel: 020 8686 6464  
E-mail: [info@exerciseregister.org](mailto:info@exerciseregister.org)  
Web: [www.exerciseregister.org](http://www.exerciseregister.org)

**Sports Coach UK**

Imperial College, Basement Office  
14 Princes Gardens, London SW7 2AZ  
Tel: 020 7594 9069

E-mail: [coaching@sportscoachuk.org](mailto:coaching@sportscoachuk.org)  
Web: [www.sportscoachuk.org](http://www.sportscoachuk.org)

**Skills Active**

Castlewood House, 77-91 New Oxford Street  
London WC1A 1PX  
Tel: 020 7632 2000  
E-mail: [skills@skillsactive.com](mailto:skills@skillsactive.com)  
Web: [www.skillsactive.com](http://www.skillsactive.com)

**Sport England**

Victoria House, Bloomsbury Square  
London WC1B 4SE  
Tel: 020 7273 1500  
Tel: 0990 210255 (publications)  
E-mail: [info@sportengland.org](mailto:info@sportengland.org)  
Web: [www.sportengland.org](http://www.sportengland.org)

**SPRITO**

Ashgrove House, Shawbridge  
Clitheroe, Lancs BB7 1LZ  
Tel: 01200 443 885  
E-mail: [allan@sprito.org.uk](mailto:allan@sprito.org.uk)  
Web: [www.sprito.org.uk](http://www.sprito.org.uk)

**St Andrew's Ambulance Association**

St Andrews House, 48 Milton Street  
Glasgow G4 0HR  
Tel: 0141 332 4031  
E-mail: [firstaid@staaa.org.uk](mailto:firstaid@staaa.org.uk)  
Web: [www.firstaid.org.uk](http://www.firstaid.org.uk)

**St John's Ambulance**

27 St John's Lane  
London EC1M 4BU  
Tel: 08700 104 950  
Web: [www.sja.org.uk](http://www.sja.org.uk)

**Sunbed Association**

Chess House, 105 High Street  
Chesham, Bucks HP5 1DE  
Tel: 01494 785 941  
E-mail: [info@sunbedassociation.org.uk](mailto:info@sunbedassociation.org.uk)  
Web: [www.sunbedassociation.org.uk](http://www.sunbedassociation.org.uk)

**The Stationery Office**

Publications Centre, PO Box 276  
51 Nine Elms Lane, London SW8 5DR  
Tel: 0870 600 55 22  
E-mail: [customerservices@tso.co.uk](mailto:customerservices@tso.co.uk)  
Web: [www.tso-online.co.uk](http://www.tso-online.co.uk)

*The FIA wishes to thank the following suppliers who have lent their support to this initiative to raise standards and best practice within the health and fitness industry.*

## FIA CODE OF PRACTICE

The Fitness Industry Code of Practice defines the minimum performance criteria for leisure facilities to ensure customers are provided with a safe and proficient environment in which to exercise.

A copy of the FIA Code of Practice must be kept at every FIA Operator Member's facility and must be shown to customers on request.

## FIA MISSION STATEMENT

The Fitness Industry Association's mission is to continually raise standards, promote and represent the health and fitness industry in the pursuit of a more physically active and healthier nation.

## DISTRIBUTION OF FIA CODE OF PRACTICE

One copy of this publication is provided without charge to every Operator Member of the Fitness Industry Association, that is, those members running health clubs or fitness centres.

The FIA Code of Practice may also be purchased from the Fitness Industry Association for £10 per copy or downloaded from the website [www.fia.org.uk](http://www.fia.org.uk)

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Email: [info@fia.org.uk](mailto:info@fia.org.uk)

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**SPORTESSE**

The strength of success is quality



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**DG.**  
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