

Via Email

1 March 2023

Membership Number: [REDACTED]

Dear Emma,

Following your emails with Nicola Brett, Operations Manager, and Kasra Niknam, General Manager at our York Club, your concerns have been escalated to me for formal response in my capacity at Regional Manager, and as the concluding stage of our complaint escalation process.

As I understand, you have requested your concerns are escalated as you are dissatisfied with our response relating to single sex changing rooms and their use by transgender members. Your specific question relates to transgender females, asking if your daughters are expected to share changing rooms and toilets with persons assigned as male at birth.

As an organisation, we do not disqualify trans female members from using the female changing on the basis they were born male, in contrast, we do not qualify members born male to use the female changing rooms on the basis they hold certification identifying them as female. Whilst you ask for a straightforward answer of yes or no, the answer relates to a topic that is anything but straightforward; at this time, we maintain that at David Lloyd Clubs, we seek to balance the needs and concerns of individual members at a club level in order to make everyone feel welcome.

Safeguarding is a priority, and we take all measures to protect, and promote the welfare of our members, including children. We will continue to review our practices through regular consultation of several briefing documents applicable to the leisure, and private sectors, including, but not limited to, CPSU and government guidance, statutory requirements, and UK active best practice.

Emma, should you, or your daughters feel intimidated, threatened, or unsafe at any time whilst using our clubs, we ask that the incident is reported immediately to the senior manager on duty.

Thank you again for your email.

Best wishes,



Andrew Leivers
Regional Manager – North East

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