



COPY FOR YOUR INFORMATION

Policies and Rules

HOW DO ACCESS THE GYM? You use the new 24/7 access pass. The gym will continue to remain staffed during peak times, and will be unstaffed during off-peak times.

WILL IT BE SAFE? Yes. Our gym is monitored 24/7 with direct links to security services. There are also emergency duress buttons located within the gym that are designed for a prompt response in the case of any event.

ARE YOU OPEN 24 HOURS, 7 DAYS A WEEK? Yes. Our members can go whenever they want as often as they want 365 days a year.

WHAT ARE THE NEW STAFFED HOURS?

Monday & Wednesday – 6.00 am to 12.00pm 4.00pm-8.00pm

Tuesday & Thursday – 8.00 am-12.00pm 4.00pm- 8.00pm

Friday 8.00 am-12.00 pm 4.00pm -7.00pm

Saturday 9.00am - 3.00pm

Sunday & Public Holidays – Unstaffed

Please note staffed hours can be changed at any point of time.

HOW MUCH IS THE 24/7 ACCESS PASS? \$20

WHAT AREAS OF THE CLUB WILL BE OPEN AFTER HOURS? All key areas of the gym will be opened during unstaffed hours, including gym, stretching area, full bathroom and shower facilities will also be available 24/7. For safety reasons, the Sauna will not be open during unstaffed hours.

WHAT ARE THE CLUB RULES FOR USING THE CLUB AFTER HOURS? Be respectful of other members and respectful of the local neighbours at all times. Enjoy your workout and remember, the cameras and security system are watching your every move, so any breaches in the general terms and conditions will have the consequences as outlined in the T&C's. No children are allowed at any time!

DO YOU HAVE PERSONAL TRAINERS? Yes. All of our Trainers are minimum Certificate 3 & 4 in fitness qualified. You can pay for different PT packages. 1 FREE PT is included when joining.

HOW CAN I JOIN? Just pop into our gym at any time during staffed hours. Alternatively click on membership section of the website and complete the online form with your details. A confirmation email will be sent to you with an explanation of the next step.

IS THERE AN AGE RESTRICTION? Yes. To become a member, you must be at least 13 years old. Children aged from 13-15 may attend the gym unsupervised during staffed hours only otherwise they must be accompanied by a parent, guardian or sibling over the age of 18.

Children aged 16 years and above may attend the gym unsupervised and are permitted 24/7 access however they must have approval from a parent or guardian.

CAN I SUSPEND MY MEMBERSHIP IF I GET SICK OR GO ON HOLIDAYS?

Yes. You can freeze/suspend your membership for up to 8 weeks per year for just \$10 per month.

HOW DOES THE ACCESS PASS WORKS? Your Access Key Tag works via our sophisticated security system. All you need to do is place it up against the card scanner located at the entrance of the gym. The Access Key Tag will be read, your membership status will be checked and the door will open to allow you access 24/7. You will be shown this during your Club Induction. Please note if your account is overdue you have 10 days to rectify the matter. After the 10 days if your account is still overdue you will not be able to have access in the gym.

CAN I SHARE MY ACCESS PASS WITH ANYONE? No. Your Access Key Tag belongs to you and is unique to your membership. We take member security seriously and any unauthorised access will result in a \$350 fine and termination of membership.

WHAT HAPPENS IF I LOSE MY ACCESS PASS? No problems we will deactivate your lost Access Key Tag so no one else can use it and you can purchase a replacement during staffed hours for \$20

CLUB & YOUR PERSONAL SECURITY: The premises have a comprehensive CCTV security camera system recording 24 hours a day (except in bathrooms). This system is used for security purposes only but does not guarantee against harm. CCTV in conjunction with an electronically activated main door triggered by each member's door-proximity toggle for your access / egress ensures a level of some personal security to you.

However, these precautions in no way protect you completely. You must use discretion, awareness and common sense when evaluating your own personal safety when entering / exiting and working out in the health club. CCTV Cameras and Surveillance are in constant operation and recordings are held for at least 2 years. We undertake an ongoing video recording the gym for the purpose of ensuring security in the club via CCTV cameras, recording the time and date at which images are taken. (a) Video recording can be accessed only by authorised staff. (b) Video recordings of any specific incident may be released to the Police Service or Federal Police only under the terms of this policy or subject to the execution of a search warrant or other legal process and only with the approval of the gym's director.

DOOR ACCESS/EGRESS: It is strictly prohibited for anyone to permit entry or exit to any other person at any time on any occasion for any reason whatsoever. Doing so will result in your being fined \$350 for each person you allow in or out. If any of the people permitted entry or exit are also members, they too will be fined \$350 each for the same breach of security.

YOUR Access Key Tag: You will need your Access Key Tag to access the gym and must swipe this when you enter and exit the gym. If you lose or forget Access Key Tag, you cannot access the gym under any circumstances whatsoever during unstaffed. During staffed hours you need to buy a replacement card for \$20. You must not let anyone else into or out of the gym under any circumstances whatsoever at any time during unstaffed hours. Doing so will result in an immediate fine of \$350 and the cancellation of your membership. You cannot let anyone else use your Access Key Tag. If you break this term, you will be fined and charged the 'Tailgate Fee' of \$350 and / or have your and their membership suspended or cancelled at the gym's discretion. If your Access Key Tag is lost or stolen, you must let the gym know immediately and get a replacement within 7 business days. A new replacement access card will be issued for \$20

INFRARED SAUNA: Under no circumstance you allow to use the infrared sauna during non-staffing hours. Infrared sauna is to be used only during staffing hours by appointment. Fell to do so it will result to \$350 fine and immediate cancel of your membership.

DRESSCODE: Fully enclosed, clean sports shoes must be worn in all during workouts for safety reasons.

Towels: Towels must be used on gym equipment, mats, & benches to maintain hygiene and safety standards.

Windows/Air con/Fans: Windows should NOT been open during un-staffed hours. Fans and Air-con can be turn on during the duration of your workout. They need to be turned off on your way out.

NOTE: Authority to deduct Fees, Penalties, Tail Gate Fines by nominating a credit card and / or debit card and / or nominated Debit Success account when joining. It should be noted that you authorise Debit Success as us Biller, to deduct from that account all Fees, Fines, Penalties, Costs and other charges you are responsible for under this Agreement. You must keep your Debit Success account and your nominated credit card details issued to the GYM up to date at all times.

EMERGENCIES: The gym has a series of emergency panic buttons and security lanyards for safety and security reasons and to alert a security company in emergencies, for example, if you are, or feel, threatened or need medical help. You must understand how emergency apparatus works and agree to use it only in an emergency. If you deliberately use emergency apparatus inappropriately, you agree to pay for any costs, loss or damages incurred because of this inappropriate use. You will also be fined a further \$550 for each trigger of a false alarm.

You must have read & signed the gym rules that outline the emergency and crisis response procedure stated. These edicts must be followed in emergencies.

Show Caution at all times. You must be cautious when entering, exiting and working out in our gym. You must wear your main door toggle-proximity reader on a lanyard when appropriate. You must be aware of all emergency / panic buttons whenever exercising alone or outside the gym's staffed hours.

Follow Staff Directions. You agree to follow any reasonable direction of a member of the gym staff relating to health, safety or security or related matters at all times.