

- d) For fixed term memberships a renewing discount is available if you renew before your renewal date.
- e) Refunds are determined in accordance with the Fitness Industry Code of Ethics

Cost of original membership

- Cost of nearest membership

- Cost of assessment *

= Refund

*Where client wishes to cancel within three months and fitness assessment and program have been provided.

- f) No refunds will be payable on Direct Debit memberships.

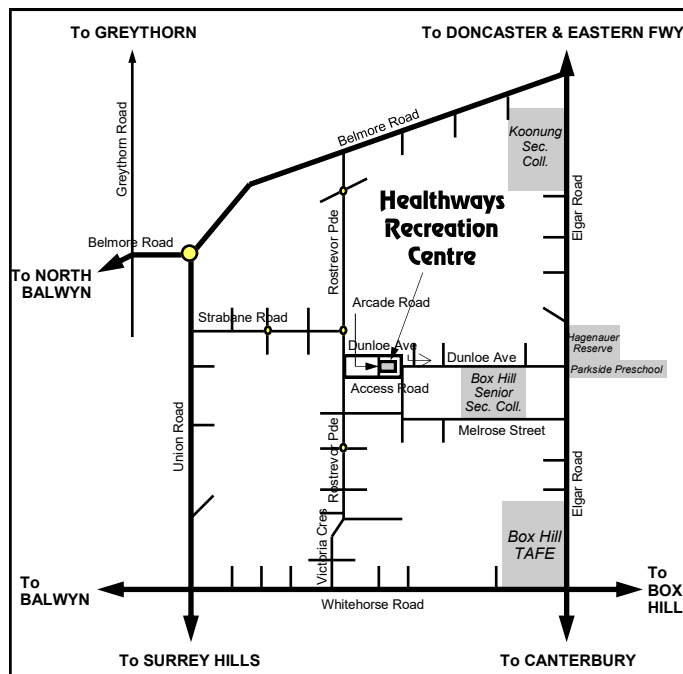
HOURS OF OPERATION

- a) Members may use the facilities as often as they wish in accordance with their membership within the Centre's trading hours and requirements.
- b) The management reserves the right to alter the hours of operation in accordance with the requirements of the Centre.
- c) The management reserves the right to modify these conditions without notice.

PERSONAL CONDUCT

- a) Members should behave appropriately in all areas, having regard to their own safety and the safety of others.
- b) Management reserves the right to refuse admittance of any member whose behaviour is unacceptable to other patrons or staff of the centre.
- c) Management reserves the right to remove or expel any persons for any breach of these procedures.

We trust that you will enjoy being a member with us and would appreciate any comments you care to make, to keep our centre a happy, friendly and professional environment in which to train.



Opening Times...

Mon/Wed/Fri: 6.00am

Sat: 8.30am

Tues/Thurs/Sun: 9.00am

Closing Times...

Mon to Thur: 10.00pm

Fri/Sat/Sun: 9.00pm

Healthways Recreation Centre

◆Gym ◆Tenpin ◆Swim ◆Recreation

1 - 11 Arcade Road

Mont Albert North, 3129

(ph) 9895 2300

healthways@healthways.com.au

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Gym / Fitness Procedures & Conditions



Healthways

9895 2300

MEMBERS PROCEDURES AND CONDITIONS

For your convenience and comfort, we request that you observe the following procedures. By doing so you will gain the maximum benefit from the use of our facilities and services.

READ SIGNS

Members must comply with all signs that are posted throughout the Centre.

REGISTER

- a) On entering the Centre please present your Membership card at the reception desk.
- b) Please take the necessary protection for your valuables. If valuables are left in the Centre, all care but no responsibility can be taken. Lockers are available. Please ask for a key from reception.
- c) Any property or items of clothing left at the centre if found will be placed into lost property. After a period of two weeks, if not claimed it will be donated to a local charity. No responsibility can be taken for the recovery of lost property.

ATTIRE

- a) A swimming costume must be worn in the pool facilities.
- b) Footwear (soft shoes and socks) **must be worn** in the aerobics, circuit and gymnasium areas at all times.
- c) Clothes that allow freedom of movement should be worn in the aerobics, circuit and gymnasium areas at all times. Eg. T-shirt and shorts or track suits are suggested. No bare chest or "cut away singlets.
- d) Members are requested to carry a towel around with them during a workout.
- e) Members are requested to dry off in pool area before walking to the change room. After showering towel dry in shower area.

- f) For health purposes it is recommended to have light footwear when moving between changerooms and pool areas.

EXERCISE AREAS

- a) Please be on time for Group Exercise Classes. You won't be able to join the class if you arrive after 10mins of class commencement.
- b) For members with exercise programs, take your card from the filing cabinet on each visit, complete date and workout details and replace your card after the workout. If you require assistance while in the exercise area, please contact the floor supervisor.
- c) Members are requested to replace weights in the rack after use for the safety of yourself and others.
- d) Members are reminded to be aware of personal hygiene and also to use the supplied paper towel and disinfectant to wipe machinery after use.
- e) No bags in exercise areas. Lockers are provided. See reception for a locker key.
- f) When using the pool please shower before entering and for your own safety, dry off before returning to the change room. A pool availability sheet is available from reception.
- g) Glass containers and food are **absolutely forbidden** in wet areas.
- h) No soap or shampoo allowed in pool.

FITNESS EVALUATIONS

A fitness evaluation and personal program can be arranged for you. Please make a booking with the gym consultant via reception staff. You may also make an appointment to update your program, and to have a re-assessment to discuss and record your improvement. Before beginning a gym program you may be requested to have a medical checkup. Full memberships are for a minimum of 3 months.

CANCELLING DIRECT DEBIT MEMBERSHIPS

Cancellations can be done at any time after the

end of the contracted time. Notice of cancellation is 14 days. Before cancellation can be actioned a cancellation slip is required to be filled out at reception, and membership card needs to be handed in on the last visit.

SUSPENDING YOUR MEMBERSHIP

Suspension of your membership can be arranged. A membership must be fully paid for before it can be suspended. Suspension does not come into effect until your card is handed in to reception and cannot be arranged by telephone. Suspension fees are as follows:

- | | |
|-------------------------------|---------|
| • Two weeks | \$15.00 |
| • Between two weeks & 4 Weeks | \$20.00 |
| • Per 4 Weeks | \$20.00 |
| • Per week after 4 Weeks | \$5.00 |

When suspending for medical reasons, the minimum suspension time is two weeks, and there is no fee. (Medical certificate presentation is required.) Suspension is limited to a maximum of 3 month per membership.

Suspension time cannot be suspended. I.e. Suspensions can be organised only within the period of your initial membership.

FEES & REFUNDS

- a) Fees for Direct Debit memberships: The first two fortnightly payment are paid over the counter at time of joining, and thereafter payable via credit card or direct debit such that payment of the membership is always fortnightly in advance. Should payment be declined, attempts to bring membership to date will be made for 3 days after which client will be contacted by email or phone.
- b) For fixed term memberships lay by is available - a minimum deposit equal to half of the total cost is required, and balance must be paid in full within one calendar month.
- c) Replacement membership cards are available upon satisfactory proof of current membership. A charge of \$6 will be made for the replacement.