

# TERMS AND CONDITIONS

## MEMBERSHIP ACCESS

- Members are required to have their photo taken at the Centre. This image will appear on the membership database for identification.
- All membership cards must be shown and scanned at reception prior to entering the gymnasium or group fitness areas. Lost or stolen cards will be replaced with an additional fee.
- No person under the age of 16 is allowed within the gymnasium or group fitness areas. Persons between the age of 16 and 18 must have their membership form signed or a permission form signed (casual user) by their parent or guardian allowing permission for the patron to utilise the area.
- No spectators allowed.
- Proof of identity may be required such as Drivers Licence, proof of ID card, Passport etc.

## GENERIC

- By entering into a membership agreement, a member agrees to be a member of Hartfield Park Recreation Centre for the period for which they are contracted.
- Upfront and Direct Debit memberships as well as Multi Pass costings are subject to annual schedule of charges.
- An Upfront and Direct Debit membership as well as Multi Passes can be upgraded by paying the difference between the original membership and the new membership.
- Your Upfront and Direct Debit membership as well as your Multi Passes are for your exclusive use only, No card sharing if permitted.
- Discounts are available for fulltime Australian student, Pensioners and Seniors. Current proof of residency (e.g. Rates Notice), full-time WA Student Card, Pensioner Card or Seniors Card.

### • DIRECT DEBIT MEMBERSHIPS

- Direct Debit memberships are a flexi monthly deduction from either the members credit card or bank account. The initial payment made at reception/online. All Direct Debit memberships will incur a monthly transaction fee or those paying via credit card will incur a monthly credit card fee.
- All membership cancellations must be requested in writing with the cancellation coming into effect 30 days from the next scheduled direct debit deduction as per the Direct Debit membership Terms and conditions agreement.
- Outstanding Direct Debit payments are to be paid prior to entry of the gym or group fitness classes.
- Membership dishonoured payments will incur a bank fee per dishonoured payment.

### • UPFRONT AND MULTI PASS MEMBERSHIPS

- Multi Passes have a 12-month validity and must be used within this period, or the unused portion will be forfeited. Extensions may be granted in extenuating circumstances that prevent the member from continuing the use of their multi pass (i.e. serious injury or illness supported by relevant documentation).
- In the case of an Upfront membership/multi pass, you will be refunded on a pro rata basis to the remaining term of the membership/multi pass minus a \$25 administration fee to the unused balance.
- Upfront memberships and Multi Passes are permitted to be transferred. No transfer fees apply.
- You may cancel this Agreement at any time by written notice to us where you produce a medical certificate stating that you cannot use the Centre because of a permanent illness or physical incapacity. This Agreement will terminate on the day we receive the notice and medical certificate, and you will be liable to pay any unpaid fees in arrears in relation to the Agreement.
- All online Upfront membership renewals will incur a transaction fee, and those paying via credit card will incur a credit card fee.

## CONDUCT & BEHAVIOUR

- Management reserves the right to refuse entry, cancel a membership or request a member or casual user to leave the premises if the member does not behave in a responsible manner, is under the influence of drugs and/or alcohol or does not adhere to the terms & conditions.

## CLOTHING ATTIRE & BELONGINGS

- Complimentary lockers are available from reception.
- A towel is always required. Equipment must be wiped down after use.
- Enclosed suitable shoes are compulsory. Steel cap boots and/or work boots are not permitted in the gym or group fitness areas.
- Suitable sporting attire is required to be worn in the gym and group fitness areas.
- The City of Kalamunda will take no responsibility for lost or stolen property.

## UNAVAILABILITY OF FACILITY OR SERVICE

- Facilities or services within the centre may be unavailable at any time due to mechanical breakdown, fire, act of God, catastrophe or any other unforeseen reasons. The City will not be held responsible or liable for such occurrences. The centre reserves the right to vary, add or eliminate any facility or service provided by the centre.

## EQUIPMENT

- All equipment must be handled appropriately and returned after use. Please do not drop the weights.
- Any faults or damage to equipment must be reported to staff immediately.

## TIME STOP

- A membership suspension request can be submitted in writing to [recreation.centres@kalamunda.wa.gov.au](mailto:recreation.centres@kalamunda.wa.gov.au). The minimum number of days a membership can be time stopped is 7 days, and the maximum is 6 months.
- Members will only pay for the active period of the Direct Debit membership.
- Under no circumstances will time stops be backdated unless it is for medical reasons and a doctor's certificate is submitted.

## GYMNASIUM

- It is recommended that members undertake a Fitness Appraisal prior to commencing unguided use of the gym.
- Fitness Appraisals and programs are stored on our Technogym App.
- During peak times, time limits may apply on cardio equipment.
- Please allow other members to work in with you during rest periods.

## GROUP FITNESS

- Class passes received from reception must be given to the instructor prior to the commencement of each class.
- Clients must arrive at least 5 minutes prior to a group fitness class commencing. Entry will not be permitted once the class has commenced.
- Maximum attendance numbers apply to all classes.

## YOU AND YOUR HEALTH

- If you have an injury, health condition, or any other issue that could affect your exercise regime, we strongly recommend you consult your health professional and/or our gym instructors before commencing an exercise program.
- If you experience pain or difficulty with any exercise, stop immediately and seek assistance from our staff.