

Product Information and Overview

What does “Fitness Plus” Membership Include?

The addition of unlimited Group Fitness class access to over 130 classes per week, as well as Gym, Pool, and Wellness Suite access to both the Cannington and Riverton Leisureplex (Spa, Sauna and Steam Room access, and Program Pool access at Riverton only) with ongoing and free - body scans, gym appraisals and programming, all conducted by a certified Fitness Instructor. Free creche services (Subject to availability) are also included; plus 10% discount is offered on adult Term Based Programs such as Aerial Yoga, Restorative Yoga, and Mums & Cubs (Excluding Swim School).

“Fitness Plus” Pricing:

Standard - (Monthly):	\$65.00 – No joining fee, no lock-in contract
Concessional (Monthly):	\$56.00 – No joining fee, no lock-in contract
Student (Monthly):	\$58.00 – No joining fee, no lock-in contract

*Concession includes the following: Seniors/Pensioners/Health Care Card holders. Valid proof of concession and/or student status must be provided at time of joining to receive the applicable concession or student rate.

Membership cooling off period

7 days.

Membership Cancellation

A Fitness Plus Membership may be cancelled no later than 14 days prior to the next scheduled payment date by providing formal written notice to leisureplex@canning.wa.gov.au with no further payments deducted. Pro-rata refunds will not be provided for a cancellation request received within 14 days of the next scheduled payment; however, the cancelling member’s request will be formally accepted, and they will then be able to utilise their membership up to and including the day prior to what would have been their pre-cancellation, next scheduled payment date.

Membership Joining Fees

There is no joining fee on the “Fitness Plus” Membership option.

Membership age restrictions

The minimum age to use the gym and fitness facilities unsupervised is 15, however, a 14-year-old may become a member and use the gym and fitness facilities unsupervised if they first successfully complete the "Gym Foundations Program". The Gym Foundations Program is conducted by a Certificate III and Certificate IV certified Fitness Instructor over two 90-minute sessions, with the training emphasis on safe, effective use of gym equipment, correct technique, behavioural expectations, and gym etiquette. The cost to attend this course is \$50.00.

The minimum age to use the Wellness areas (Spa, Sauna, Steam Room, and Program Pool) is 16. Any person under the age of 18 is required to have a guardian complete and sign their membership form.

Membership Terms and Conditions

Terms and Conditions for all Leisureplex memberships will be provided when joining, and can be found on our website: <https://www.canning.wa.gov.au/places-and-events/places-to-play/leisureplexes/prices-and-memberships/memberships>

Frequently Asked Questions

Q: How long will these memberships be available?

The Fitness Plus Monthly direct debit membership will be an ongoing option until further notice.

Q: Am I able to access the complimentary creche services and 10% discount on Adult Term Based Program enrolment if I stay with my current fortnightly direct debit membership option?

No, complimentary creche services and the Term Base Program Enrolment discount will not be available to you, however, we've made it very easy to convert your membership to the new monthly option. Please refer to the next question for further information on how to do so.

Q: I am currently an active direct debit member; can I switch to the Fitness Plus option?

Yes, you can, you will just need to email leisureplex@canning.wa.gov.au with a request to cancel your current membership and to take up the Fitness Plus option, and once your two weeks' notice period has lapsed, you will then be charged the first month's fees in advance. Payments will then continue monthly in advance until such time as you provide a formal cancellation request as per the terms and conditions provided.

Q: I have already paid for a year in advance membership, can I switch to the Fitness Plus option?

We encourage you to consider the Fitness Plus direct debit membership option when your current membership is due for renewal. Please note that the free creche services and 10% discount on Adult Term Based Programs are both available to you as a year-in-advance member.

Q: How do I secure my 10% discount on Adult Term Based Programs (Excluding Swim School)?

We will confirm your eligibility for the discount when you enrol and then apply the discount at the payment stage.

Q: Can I suspend my membership?

The option to suspend a Fitness Plus Monthly membership is not currently available. Exceptions may be made however, upon presentation of a valid medical certificate. Please discuss your situation directly with reception staff if medical circumstances apply.

Q: When are the direct debit payments taken?

After the initial month-in-advance payment has been made when joining, ongoing payments will then be deducted monthly. The first payment will commence 1 month from your date of joining, continuing monthly until such time as you provide a formal cancellation request as per the terms and conditions provided. For example, if you were to join on the 2nd of the month, your monthly payment will be deducted on the 2nd of each consecutive month.

Q: Will I get a copy of my terms and conditions?

Yes, if you are a new member, a copy of your membership and/or direct debit terms and conditions will be provided to you when joining, and then immediately emailed to you.

Existing members that are changing their membership type or renewing their membership will be emailed a link containing the terms and conditions of their membership. If an existing member is changing from a year-in-advance to a direct debit membership when renewing, a paper copy of their direct debit terms and conditions will be provided when joining.

Crèche Services

Q: What memberships, members, or other facility users will have access to free crèche services during the offer period?

- Monthly Direct Debit Fitness Plus membership holders
- Yearly-paid-in-advance Fitness, Aquatic, and/or Leisureplex Plus membership holders
- Parents/Guardians of a child actively enrolled in the Cannington or Riverton Leisureplex Swim School

Q: What ages does the crèche cater for?

The crèche offers fully supervised care for children aged 12 weeks through to six years of age. Children are well-cared for by experienced staff in a fun, safe, fully equipped environment with activities to keep them busy during their stay.

Q: Do I need to book in to use the Crèche?

Bookings must be made at least one day in advance and can be made up to one week in advance.

Member Bookings

Member bookings can be made online -

<https://onebooking.canning.wa.gov.au/Booking/Book> - The booking parent must be the person holding the active membership.

Casual Bookings

The creche is available to non-members. Casual crèche bookings can be made online -

<https://onebooking.canning.wa.gov.au/Booking/Book> - and paid for at the time of booking.

Q: What if I need to cancel my Crèche booking?

If you are unable to attend, you are required to email a cancellation request to – leisurecreche@canning.wa.gov.au - before 8am on the day of your booking. You will need to re-book for any future bookings.

Q: Member Booking cancellations - What if I am unable to attend and don't cancel my Crèche booking?

We acknowledge that there may occasionally be times a cancellation request is not able to be sent due to other priorities, however, three or more instances of non-attendance by a member without providing a cancellation request to - leisurecreche@canning.wa.gov.au - before 8am on the day of your booking, may result in a denial of access to creche at both the Cannington and Riverton Leisureplex for a 14-day minimum period.

Casual Booking cancellations

A cancellation request must be made before 8:00am on the day of your booking. If you fail to attend and/or inform us of the cancellation of your booking, your fee will be taken, and there will be no refund given.

Q: Will I be charged for cancelling my booking?

There is no charge to a member to cancel a crèche booking. The casual booking fee will be credited forward if a cancellation is made prior to 8:00am on the day of your booking. Your fee will be taken, and there will be no refund given if your cancellation request is made after 8:00am on the day of your booking.

Q: What else do I need to know?

Parents/guardians must remain on the premises of either the Cannington or Riverton Leisureplex, or the Cannington or Riverton Library while their children attend the crèche. We ask parents to complete an enrolment form and present the child's immunisation record for the staff to sight on their child's first visit.

Q: What are the Crèche's operating hours?

Cannington Leisureplex

School Term

Monday to Friday – 9:00am to 12:00pm

Saturday – Crèche unavailable

Sunday – Crèche unavailable

Public Holidays – Crèche closed

School Holidays

Monday to Friday – 9:00am – 12:00pm

Saturday – Crèche unavailable

Sunday – Crèche unavailable

Public Holidays – Crèche closed

Riverton Leisureplex

School Term

Monday to Friday – 8:45am to 12:00pm

Saturday – 8:30am – 11:45am

Sunday – Crèche closed

Public Holidays – Crèche closed

School Holidays

Monday to Friday – 9:00am – 12:00pm

Saturday – 8:45am – 11:45am

Sunday – Crèche Closed

Public Holidays – Crèche closed

Why is crèche not available at Cannington Leisureplex on a Saturday?

Demand for the Kids Gym and Kids Birthday Parties is high on Saturday's, we are unable to concurrently operate and staff all services within the Kids Gym/Crèche building on that day.

What if I've already paid for creche passes in advance and I've not yet used them?

These passes will be preserved for future use and will not be expired.

Q: Where do I find out more about Crèche?

To find out more about crèche please visit our website:

<https://www.canning.wa.gov.au/places-and-events/places-to-play/cannington-leisureplex/children/creche>