

MEMBERSHIP TERMS AND CONDITIONS

This agreement is subject to a 48 hour cooling off period.

Members may cancel their membership within 48 hours of purchase. The membership will be refunded in full - less the current cancellation fee. If a member has used or booked any fitness service such as appraisals or personal training sessions within that 48 hours, the current casual fee for those services will be deducted for the membership fee prior to the membership refund being processed. A member's request for cancellation must be in writing. Request for refunds must be submitted in writing to the appropriate supervisor. Fees referred to will be those "Current at the time" of cancellation.

The 48 hour cooling off period commences on the day and time you make payment for your membership and finishes 48 hours later at that same time of day.

General

- A membership only gives access to those areas nominated and paid for at the time of purchase.
- Management reserves the right to cancel a member's membership if they are found to be using other facilities for which they have not paid.
- The Management may in its absolute discretion cancel a membership where the member "is considered by management to be in Breach of Part IV (Council property, Public Swimming Pools, Public Golf Courses and Recreation Facilities) of the City of Canning Consolidated Laws in respect of the member's use of the Cannington Leisureplex and Riverton Leisureplex.
- Whilst every effort is made to advise members of their membership expiry date, it is the responsibility of each member to ensure his/her membership is current.
- It is a member's responsibility to disclose in writing to the appropriate Supervisor any particular medical circumstances, either past or present which may affect their ability to safely participate within an exercise program.
- If requested by an Instructor or the appropriate Supervisor, a member will present written confirmation from a doctor that he or she is fit to exercise, before the member can proceed with an exercise program.
- The minimum age to use the gym and group fitness facilities is **15** years of age. A 14 year old may be permitted to join the gym if the "Gym Foundation Program or equivalent" is completed. Notwithstanding any other condition, parents/guardians of younger applicants who may benefit from using the facilities like the gymnasium must gain approval from the appropriate Supervisor, as well as pay the membership fee, before the application for membership will be or is to be taken as accepted by Management. If an applicant is under 18 years of age, a parent or guardian is required to sign a declaration.
- The Management shall not be held liable for any loss, damage or injury suffered or occasioned by a member as a consequence of the member's entry upon the premises of the Leisureplex and/or the use of any facilities, equipment or programs within the premises.
- **All multi passes have 12 month validity. Multi passes must be used within the 12 month period or the unused portion will be forfeited. The Therapy/Wellness passes must be used at the centre which it was purchased.** 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).

Availability

- The Management has the right and authority to alter or cancel any class, activity program and access to facility space. In the instance of cancellation or alteration the Management has an absolute discretion to grant or reject any membership extension application.

Membership Hold

- An administration fee of \$5.00 is payable to put a membership on hold (time stop).
- The minimum number of days a membership can be time stopped is 7 days, and the maximum is 365 days.
- All time stops must be applied for in advance.
- Under no circumstances will time stops be backdated without a medical certificate or other supporting document.

Access

- A member shall show their membership card each and every time they enter the facility and at any other time when requested by authorised staff.
- Where a member loses his or her card, it is the responsibility of that member to advise the appropriate Supervisor or other appropriate staff member immediately. The member is also required to pay for a replacement card at the current fee.
- A member shall possess no greater right to class access than a casually paying person. A first come rule applies to all classes where the numbers exceed the maximum level.
- A valid class pass must be presented to the instructor prior to taking part in all group fitness class. Passes can be obtained from reception. No pass = no entry.

Equipment

- All equipment must be handled appropriately and returned after use.
- Any faults or damages to equipment must be reported to staff immediately.

Attire

- Gym and Group Fitness members must ensure appropriate dress standards. Shirts/tops and enclosed shoes must be worn at all times.
- Gym and Group Fitness members must bring a towel to every workout and wipe down the equipment and/or area after each use. No towel = no entry.

Fitness Appraisals

- A member is recommended to undertake a Fitness Appraisal and a Workout Demonstration prior to commencing unguided use of the gymnasium.

Upgrades

- Members can upgrade their membership type at any time. (Direct debit memberships cannot be upgraded)
- In order to upgrade their membership a member must pay the total difference between the original membership and the new membership.
- Membership upgrade requests must be made in writing.

Cancellations and Refunds

- A member agrees to be a member of Cannington Leisureplex or Riverton Leisureplex for the full period of time for which they are contracted.

No refunds or cancellations will be given unless there are extenuating circumstances that will prevent the member from continuing to use their membership. (e.g. serious illness or injury, moving interstate or overseas on a permanent basis). Cancellations, however, are at the absolute discretion of Management.

- All applications for membership cancellations or refunds must be presented in writing.
- If a request for cancellation is granted, the member will be charged to the month end from the date of cancellation. Any remaining moneys will be refunded (excluding bonus time).
- The current cancellation fee will apply to all membership cancellations.
- The Management may in its absolute discretion cancel a membership where the membership fees are in arrears.



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Cnr Wharf St & Sevenoaks St
Riley Rd
Cannington WA 6107



City of Canning
Locked Bag 80
Welshpool WA 6986



Riverton Leisureplex
Cnr High Rd &
Cnr High & Riley Rd
Riverton WA 6148