



City of Canning

HEALTH AND WELLNESS PROGRAMS TERM AND CONDITIONS

Privacy Policy

- You have provided us with contact details that we will use from time to time to communicate with you.
- Your contact details will be used solely for the purpose of communicating information relevant to your involvement in any activities at the Leisureplex that may affect your participation in your activity.
- Your information will be protected under our Privacy Policy and will not be used for any purpose other than that relevant to your relationship with the City of Canning and the Leisureplex. The Leisure Privacy Statement can be found on the [City of Canning website](#).
- If you contact us via Facebook or other means, we will use the contact details you have provided to us to get in touch with you.

No liability

- City of Canning and its associated entities (Cannington Leisureplex and Riverton Leisureplex) will not be liable for any misadventure, accident, injury, loss (including but not limited to consequential loss) or claim that may occur:
 - from within the premises of the facilities;
 - in the participation or use of programs or facilities;
 - arising from or related to any problem or technical malfunction of any telephone network, internet connection, canning.wa.gov.au website outage, lines or mobile communications related to enrolments and programs.
- If the programs cannot operate as originally planned due to unforeseen circumstances including but not limited to vandalism, power failures, tempests, natural disasters, civil unrest or pandemic, the City of Canning and its associated entities will provide a credit to your account.

The Health and Wellness Program Terms and Conditions ensure that we provide lessons that are enjoyable, safe and a quality experience.

Facility Rules

When enrolled with the Leisureplex you agree to comply with our rules by:

- Following the Leisureplex rules at all times
- Following any instructions given by Leisureplex staff
- Understanding that hazardous or inappropriate behaviour that may cause harm to you or others will be managed by Leisureplex staff. You will be asked to leave the centre for any incidence of non-compliance.



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Enrolment

- Enrolments can be made online, over the phone or in person at our two centres (Cannington Leisureplex and Riverton Leisureplex)
- Customers who enrol online via our online booking portal understand that if they have made an incorrect enrolment (i.e. they have selected the wrong level) a Customer Service representative will contact them to rectify their enrolment. This may mean withdrawing them from their class resulting in them losing their preferred time/day
- An enrolment includes one lesson per week.
- Full payment is required at the time of booking. We do not hold positions without payment.
- The City is currently cash free and all financial transactions are electronic
- Lessons are not transferable.
- If the participant is under the age of 18 a parent/guardian over the age of 18 is required to remain in the centre during the lesson.
- Enrolments are not automatically carried over to the next term.

If you miss a lesson

- All absences within the term will require a medical certificate if you wish to receive credit.
- Medical certificates must specify the dates of your lesson that you have missed.
- Credit vouchers can only be used within the same family
- If you forget to use your voucher when enrolling online, unfortunately we cannot apply the vouchers once you have enrolled. You will need to use your voucher towards your next enrolment. If your voucher expires before the next term, please contact Riverton 9231 0900
- We do not offer make up lessons
- Credits will expire after 3 months and can be used towards anything within the centre.

Cancelling your enrolment

Cancellations within 48 hours of purchase

- Leisureplex has a 48-hour cooling off period. Customers may cancel lessons within 48 hours of purchase and will receive a full refund or credit on their account.
- Refunds may take up to eight weeks to process.
- Credits are issued with a three month expiry date.
- The 48 hour cooling off period commences on the day and time you make payment for your enrolment.



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- A request for cancellation must be in writing to fitness@canning.wa.gov.au

Cancellations after 48 hours of purchase, but seven days prior to the start of the program

- Customers requesting to cancel their enrolment after the cooling off period has lapsed but are within seven days of the start date of their enrolment commencing, may cancel their lessons and will receive a full credit on their account to be used towards other Leisureplex services.
- Credits will expire after 3 months.
- If a refund is preferred instead of a credit, an application will be made to council, there will be a \$30 admin fee and may take up to 8 weeks to process.
- A request for cancellation must be in writing to fitness@canning.wa.gov.au

Cancellations less than seven days prior to the start of the program or during the program

- No cancellations can be made with less than seven days to the start of the program or during the program and fees will be forfeited.
- Refunds can only be made in extenuating circumstances and are at the manager's discretion and may incur an administration fee and take up to 8 weeks to process.
- Please email for further information to fitness@canning.wa.gov.au

Credits/Vouchers

- Vouchers are credits that exist on a customer profile. Common vouchers are for medical certificates, centre closures, etc.
- Vouchers are valid for 3 months from the date of issue
- It takes 48 hours (two working days) for us to process absentee notifications and apply credits to customer profiles
- Vouchers cannot be applied after you have enrolled
- Vouchers can only be used within the same family
- Vouchers are redeemable across both Cannington Leisureplex and Riverton Leisureplex

Contact us

Phone: 9231 0900

Email: fitness@canning.wa.gov.au

