



# Donnybrook Recreation Centre Membership Information

## POLICIES AND PROCEDURES

### GENERAL

- Gym only memberships allow patrons access to only the gym facilities of the Donnybrook Recreation Centre.
- Gold gym memberships cover the patron for use of the pool, gym, creche, and group fitness classes.
- Concession for gold and gym only memberships apply to patrons holding a senior's card only with proof to be provided upon application.
- To ensure availability and avoid disappointment it is best to book into group fitness classes in advance.
- Use of the stadium and other courts at the centre are not included in the memberships and would incur a separate fee.
- Membership is based on the entitlement to use of the facilities and services of the Centre, not their actual use. Failure to avail the use of the facilities does not absolve the member from their responsibilities under this agreement.
- All memberships have a cooling off period of 7 days. A client may terminate an agreement without cause or reason during the cooling off period. The client terminates the agreement with the supplier by giving written notice of termination. A cancellation fee of \$25 applies during the cooling off period for upfront payments. Cancellation of a direct debit membership during the cooling off period will not be subject to a cancellation fee.
- Cancellation of Membership – members may terminate this contrite at any time. No refunds are given.
- With prior application, memberships have holding rights to place the membership on 'hold'. Application must be made in writing nominating the period of absence (minimum of 2 weeks to a maximum of 12 weeks). Telephone application and retrospective application will not be accepted. Fly in fly out workers are required to provide a letter from their employer, and this will enable the suspension to be granted at no extra cost.
- A direct debit plan must have completed a minimum of 3 months membership before a hold can take place.
- If you have been advised to cease use of the gym by your doctor, then you can freeze your membership for a period of up to 3 months upon provision of a doctor's certificate.
- Each member must validate their membership on each visit to the Centre by tagging in at reception upon arrival.
- The downgrading and upgrading of a membership are entirely up to manager discretion.
- Family memberships include a maximum- 2 adults (17 years and over) and up to 2 x children (2 years – 16 years) OR 1 x adult (17 years and over) and up to 3 x children (2 years t- 16 years). Immediate family members only.
- Members who are under the age of 18 require the signature of a parent or guardian to gain access to the gym.
- Memberships are not transferable between family members.

- Membership entitlements vary between categories and only include 'Centre run programs'.
- Users are reminded that the Centre is strictly a non-smoking area.
- Eating or drinking is only allowed in designated areas. Food and drink are prohibited on all playing surface areas of the Centre. Water bottles with re-sealable lids are permitted.
- The Manager on duty shall have the right to expel any person or group using the facilities, should their action or conduct be considered prejudicial to the proper use of the Centre. Memberships may also be cancelled and a fine imposed under the Council's local laws.
- The Centre strongly recommends that you consult your doctor if you have any doubts whatsoever regarding your participation in any activities in the Centre.
- Should any injured person require first aid, please contact a member of staff for assistance. The Centre staff will call emergency services if they deem it necessary. Injured parties will be liable for any costs that may result.
- Camera and video equipment are not to be used in the Centre unless prior written permission has been sought from the Centre Manager.
- Users are required to observe the gym and facility rules. All users must wear enclosed shoes, wear a shirt and bring a sweat towel to each session.
- Members must always use clips provided to secure plates on barbells.
- Please do not attend the Centre if you are feeling unwell or are exhibiting signs of sickness.
- All patrons of the Centre are to adhere to the COVID-19 signage and direction of staff which are following the State Government's COVID-19 roadmap.
- Members who select the direct debit option will incur a one-off sign-up fee to the amount of \$25.00 non-refundable upon cancellation, even during the cooling off period.
- 14 days notification is required for termination of a direct debit membership (after the three months), therefore incurring one final payment.
- Direct debit payments will continue to be withdrawn from the members nominated account fortnightly for a minimum of three months unless terminated during the aforementioned cooling-off period or due to unforeseen permanent illness or physical injury that inhibits the patrons use of the facilities. In the latter case a doctor's certificate will be required and the payment of any unpaid fees.
- All members who apply for a direct debit membership are required to fill out a form with the Donnybrook Recreation Centres third party direct debit payment provider Ezidebit and are subject to the fees and charges as outlined on said form.
- Membership fees are subject to annual review and may change
- In the occurrence that fees are not able to be withdrawn from the nominated account or a termination of payment not in line with the agreement has taken place, the patron may be liable for a breach of contract and a dishonour fee may be payable by the patron.