



City of Kingston Leisure Centre

Health and Fitness - Terms and Conditions

City of Kingston Leisure Centres Memberships – Waves Leisure Centre and Don Tatnell Leisure Centre are subject to the following Terms and Conditions.

1) Memberships

It is important to read over this document carefully, as it will provide you with the terms and conditions for the term of your membership.

1.1 Cooling off period

- All memberships are subject to a 7 day cooling off period and may be terminated by completing a suspension/cancellation form. Initial payment will be refunded.

1.2 Member access key tag

- Members must register attendance by scanning their member key tag at reception prior to entering the facilities.
- Members must scan their key tag each time they enter the gymnasium, at Waves Leisure Centre.
- We will also require your photo to be attached to your account on our digital membership database. If you visit the centre without a valid member key tag we may refuse you entry.
- The key tag is the property of each individual member and is not transferable.
- There will be a minimal fee for the replacement of a lost or damaged key tag.

1.3 Refunds

- A change in the personal circumstances of the member shall not entitle the member to a refund/credit.
- Memberships are not eligible for a refund after the first seven days of a new membership. However, compensation may be considered for extenuating circumstances. An application must be lodged in writing accompanied with the relevant documentation for evaluation.

1.4 Term memberships

- Term memberships of 6 or 12 months have a start and expiry date and are payable upfront or via scheduled payments.
- Cancellation fee of 30% of the balance remaining will be charged if membership is cancelled inside the term agreed upon registration.

1.5 Monthly, no contract memberships

- Any monthly no contract membership paid for by deductions from a member's credit card, will be maintained unless the member provides authorisation to cancel.
- To cancel this arrangement a member must complete a cancellation form and lodge it at a City of Kingston Leisure Centre prior to the next payment. Cancellation forms received after monthly rollover will not be processed until the following month. A cancelled direct debit will remain current until the end of the month paid for.

1.6 Direct Debit payments

- The member agrees to pay the scheduled payment at the agreed payment frequency for the duration of the membership term as agreed upon at time of registration.
- Members must make sure their credit card has sufficient credit to allow for payments and tell us in advance if they are closing an account or making changes to their credit card details.
- Should there be any arrears in payments the member will be contacted, however authorises the centre to debit the outstanding balance at a later date until the account is up to date.
- Should your payment be dishonoured an additional \$15 rejection fee will be charged to your outstanding direct debit amount. This fee is separate from any fees charged by the customers' financial institution.
- Waves Leisure Centre and Don Tatnell Leisure Centre are entitled to freeze your membership if there is a failure to pay membership fees by their due date.
- If unpaid fees remain outstanding, and after attempts by us to rectify the arrears, your details may be forwarded to the City of Kingston collections department.

1.7 Suspension for memberships

- A member may suspend their membership for a cost of \$5.00 for a period of up to two weeks and \$5.00 per week thereafter. Suspension fees will be capped at \$20 for any period longer than one month.
- Members who have held a membership with Kingston Leisure Centre's continuously for a period of 2 years or more do not pay suspension fees.
- Fees will be waived on presentation of a medical certificate and can be backdated accordingly.
- Maximum suspension period is 60 days for 6 month membership and 90 days for a 12 month membership. There is no maximum suspension period for no contract memberships or for medical suspensions.
- Minimum suspension period is one week.
- Indefinite suspensions will not be granted, members are required to nominate a re-activation date.

1.8 Membership alterations / transfer

- A Customer may upgrade their membership to a higher value category at any time by completing a Change of Membership form and paying any increase in fees. This will not reset the start date of the initial membership
- If you would like to transfer your membership to another person, you will need to send your request in writing to the Member Services Coordinator, who will process the transfer once approved.

1.9 Facility Closures:

- On occasions, maintenance is required on plant and equipment which may result in a temporary closure of an area for use. While we aim to minimize any impact on use of an area, failures may occur which are out of our control.
- Members and Guests will not be eligible for discount / refund / extension of membership if using other facilities at either site during a temporary closure of an area.

1.10 Annual price review

- The City of Kingston Leisure Centres review prices and operations annually. Planned price changes are displayed in the centre one month prior to any alteration.

1.11 Concession Discounts on memberships

- Kingston Leisure Centre's recognise the following concession cards; student card, health care card, seniors card, veterans card, carers card.
- A concession discount is offered on membership or pass card products for all patrons that hold a valid concession card. This documentation must be presented at the time of purchase.
- A staff member has the right to request valid documentation from any member or person requesting a concession discount and has the right to refuse a discount if valid documentation is not produced at time of purchase.

1.12 Change of details

- It is the customer's responsibility to inform the City of Kingston Leisure Centre of any changes to personal detail information, including address, email and contact phone number.

1.13 Lockers Usage for members

- Waves Leisure Centre Lockers are available free of charge to members in the gymnasium area and by the 50m pool. Lockers require a 20 cent coin to operate, which you collect when finished.
- Waves Leisure Centre Lockers located in the foyer area and in the change rooms can also be used at a fee.
- Don Tatnell Leisure Centre lockers are available on pool deck free of charge. A token is required and can be collected from reception. These lockers are single use only. No items are to be left in the lockers overnight.

1.14 Parking for members

- Members at Waves Leisure Centre receive a parking permit in their Welcome Pack; however it is the responsibility of the individual to ensure their permit is valid and that they adhere to the terms and conditions of the parking area provided.

1.15 Privacy Statement

- Personal information collected by Council is used for municipal purposes as specified in the Local Government Act 1989. The personal information will be held securely and used solely by Council for these purposes and/or directly related purposes. Council may disclose this information to other organisations if required or permitted by legislation.
- The applicant understands that the personal information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information. Requests for access and/or correction should be made to Council's Privacy Officer. A full copy of our Privacy Policy may be obtained from the Kingston website: <http://www.kingston.vic.gov.au> or from one of our Customer Service Centre's.

2) Gymnasium

Gymnasium staff are there to ensure that you get the greatest benefit from your workout. It is recommended that members consult with our staff approximately every 6 weeks to modify and adapt their fitness programs.

2.1 Hygiene, safety and equipment

- It is recommended that all new members seek advice and a medical clearance from a doctor or medical professional prior to commencing an exercise program.
- Members identified in their initial consultation as requiring clearance from a doctor, will need to obtain this prior to commencing their exercise program.
- Correct work out attire is compulsory, this includes exercise specific footwear and appropriate, comfortable gym clothing.
- Towels are compulsory in the gym; members are required to carry a towel with them at all times during a workout.
- Cleaning cloths and spray are provided to wipe down equipment after use.
- Equipment should be returned to the correct storage areas after use.
- During busy times there is a 20 minute limit on all cardio equipment.
- All members should show courtesy to fellow users by sharing equipment between workouts, and limiting use to single pieces of equipment.
- Members must follow the direction of gym staff at all times.
- Gym staff will approach members to assist them with technical advice. Please seek the assistance of a staff member prior to using a piece of equipment for the first time.

2.2 Age restrictions

- The minimum age to use the gym is 14 years (no use of free weights equipment is allowed – unless in a supervised program).
- Gym users under the age of 16 are required to have a personalised program.

3) Group Fitness Classes

Kingston Leisure Centre's offer a wide range of classes to suit everyone's health and fitness needs.

3.1 General requirements

- Class receipts or wristbands are required to gain entry to all group fitness classes. These are available at reception at the time of payment, or membership card scanning. Class receipts can also be issued from the self-service kiosks however all water based classes will still require presentation at reception to receive a wristband.

- Patrons should always wear appropriate footwear for exercise programs. Wellness programs, Yoga, Pilates and Body Balance do allow for bare feet.
- Wear appropriate and comfortable exercise clothing.
- It is recommended that patrons bring a drink bottle and use a sweat towel in all classes. Aqua participants are encouraged to bring their water bottles and place them on the side of the pool during their class.

3.2 Hygiene, safety and equipment

- In the interest of safety, participants will not be granted access to a class more than 5 minutes after its commencement, when the warm up tracks have been completed.
- Patrons should not pack up weights and equipment whilst a track is in progress.
- Patrons must inform instructors prior to the class commencement if they are pregnant or have any injuries or conditions that may affect their exercise ability.
- Patrons should inform the instructor if they are new to a class.
- Patrons should cease exercising immediately and inform instructors if anything feels uncomfortable, or if they suffer an injury.
- It is recommended that patrons are well hydrated and have had sufficient food during the day prior to exercising.
- Patrons are to follow instructions from instructors at all times. Some classes are pre choreographed and require participants to follow these moves and exercises during the classes.
- It is recommended that participants remain in the class for the full duration. The warm up and cool down component of each class is essential and can help prevent potential injury.

3.3 Class attendance

- Group Fitness classes are capped at maximum numbers. During busy periods, group fitness classes may be booked out. Once a class reaches its maximum no further members/guests will be able to attend the class. **It is recommended to arrive at the Centre 10-15min prior to the class commencement time.**
- The City of Kingston reserves the right to cancel or change a class in cases of high temperatures, low patron numbers, instructor availability. As much notice will be given in circumstances where feasible.
- The minimum age to participate in Group Exercise Classes is 14 years. Some restrictions do apply to resistance based classes.

3.4 Red flag Fitness Classes

- Classes require a minimum participant attendance level to remain on the timetable. Any fitness class falling below this required participation level will be marked on the timetable with a 'Red Flag'. A red flag does not automatically mean that the class will be taken off the timetable; however it will be monitored for a period of time to determine attendance levels.
- The timetable is updated at different stages to ensure continued high service delivery to members by providing classes that are meeting the needs of the community. Classes may be added or removed during these updates according to the season and demand.