

Terms and Conditions for all Willoughby Leisure Centre Memberships- -agreed to and initialled on the application form:

- *I understand that I am entitled to a maximum of 12 weeks' time-stop over a 12 month period and acknowledge I will be charged an administration fee of \$5.00 per fortnight.
- *I acknowledge that when requesting a time-stop, a minimum of 14 consecutive days must be taken per occasion and in multiples of 14 days. For example, 14 days, 28 days, etc.
- *I understand that requests for a time-stop are to be made in advance and will not be backdated under any circumstances.
- *I acknowledge all time-stop requests must be received in writing, by completing a Time-Stop Form.
- *I acknowledge that timetables, equipment and facilities are subject to change, due to unforeseen circumstances.
- *I understand that I will be required to complete a Pre Exercise Screening Form prior to my membership commencing.
- *I understand no refunds are available on memberships.
- *I understand that the Terms & Conditions specified below, together with the following completed documents:
 - a) Willoughby Leisure Centre Member Application;
 - b) Pre-Exercise Screening Form; and
 - c) Direct Debit Request Form (If applicable);make up all the terms of my membership agreement between, the member (me), and Willoughby Leisure Centre.
- *I acknowledge it is my responsibility as the member, to have read and understood all the terms and conditions of the agreement before signing the documents.

Terms and Conditions for Direct Debit Members- -agreed to and initialled on the application form:

- *I understand that after the minimum period (ie 3 or 12 months), my account will continue to be charged at the fortnightly rate unless I provide Willoughby Leisure Centre with written notification to cancel my membership. I acknowledge a Departure Form must be completed and submitted to cancel my membership.
- *I agree to allow Willoughby Leisure Centre to process one final fortnightly payment after providing written notice to terminate my membership.
- *I understand my membership will expire 14 days from the date of the final fortnightly billing period.
- *I understand that a cancellation fee will apply should I choose to cancel my membership prior to the minimum membership period of 3-12 months.
- *I understand the above membership rate will apply unless Willoughby Leisure Centre provides 28 days notice of fee changes.
- *I acknowledge that a dishonour payment fee of \$3.85 inclusive of GST will be payable to the direct debit company if a periodic direct debit is unsuccessful.

Terms and Conditions for all Willoughby Leisure Centre Memberships

1. ENTRY: Members are not required to queue with the general public. A membership card is provided that allows entry through the automatic turnstile gate. A photo will be taken when joining and attached to your profile for our digital membership database records. Membership cards are not transferrable and must be shown on every visit to gain entry. If you visit the Centre without a valid membership card or photo identification, you may be refused entry. Membership cards remain the property of the Willoughby Leisure Centre. In an event of a lost, stolen or damaged membership card, you should contact Customer Service regarding the reissue of a replacement card. A fee will be charged to cover the cost of the replacement card.

2. CHANGEROOMS AND LOCKERS: Changerooms can be found in a number of locations and lockers are available free of charge to members and accessed via membership cards. All belongings should be stored in the lockers provided. Willoughby Leisure Centre accepts no responsibility for personal property or belongings. Cameras and mobile phone cameras are not permitted in change rooms or the Play Club.

3. EXERCISE ATTIRE: Tracksuits, shorts and t-shirts are recommended as suitable clothing for Health Club/Group Fitness use. Clean and enclosed sports footwear must be worn at all times in these areas. Articles of clothing such as cut-off jeans, t-shirts, bike pants and casual wear are strictly prohibited in the pools, spa and sauna room.

4. TOWELS: Members must use a towel for hygiene reasons in all the facilities. Members are requested to wipe down equipment in the Health Club and Group Fitness classes after use. Towels must be used in the sauna. Hire towels are available from the Customer Service desk.

5. WET AND DRY AREAS: Members are requested to shower before entering the swimming pools and spa. Members should dry themselves after a pool session before entering any other part of the Centre.

6. SMOKING: Smoking is not permitted at any time or in any area of the Willoughby Leisure Centre.

7. TRADING HOURS: Members may attend the Centre during advertised operating hours; Off-peak Members are restricted to certain times as outlined by their Membership type. Centre Management reserves the right to modify the Centre's trading hours.

8. MEMBER COMMUNICATION: Willoughby Leisure Centre's preferred method of communication is email. Therefore, we request members provide an email address on commencement. It is the responsibility of the member to ensure their contact details are up to date and correct at all times. Willoughby Leisure Centre reserves the right to update and change terms and conditions. Notification of changes may be via email, our e-newsletter or within the centre.

9. MEMBERSHIP TIME STOP: Members are able to request a time-stop. It is the member's responsibility to notify us in writing by completing a Time-Stop Form. Requests for a time-stop are to be made in advance and will not be backdated under any circumstances. Members are entitled to a maximum of 12 weeks of time-stop over a 12 month period. A minimum of 14 days consecutive must be taken per occasion and in multiples of 14 days. Please note that time-stop privileges cannot be activated via a telephone call. Members who request a time-stop will be charged an administration fee of \$5.00 per fortnight, which is to be paid in advance by Up-Front Members or by direct debit for Direct Debit Members.

10. DIRECT DEBIT PAYMENTS: I acknowledge it is my responsibility as a member to:

- Inform Willoughby Leisure Centre of any changes to my direct debit account;
- Do all things reasonably necessary to facilitate the periodic direct debiting of my account;
- Have a suitable account available for the periodic direct debits;
- Have sufficient funds available in my account for periodic direct debit.

I acknowledge if a periodic direct debit is unsuccessful, I will be required to pay a dishonoured payment fee.

11. FOOD AND BEVERAGE: No food or drinks (except water and sports drinks) are to be taken into the Health Club.

12. REFUNDS: No refunds are available on memberships.

13. CHILDMINDING: Access to the Play Club is free for children aged between 5 weeks and 5 years to all members. Bookings open on the 21st of each month for the following month. All receipts must be presented to the Play Club Staff on arrival. Please note that children are not permitted in the Health Club.

14. AQUAFITNESS CLASSES: All members wishing to participate in aquafitness classes should request a ticket on the arrival at the Customer Service desk which must be presented to the instructor prior to the commencement of the class.

15. COURTESY AND BEHAVIOUR: A high standard of behaviour is expected from Members at all times. Willoughby Leisure Centre Management reserves the right to terminate membership rights and prohibit further entry to any person found to be in breach of the Centre's rules and regulations.

16. RISK AND RESPONSIBILITY: There is always a risk of injury when using the Centre's equipment and facilities. The Centre does not accept any responsibility for any such injury and Members must accept that risk. Members must disclose to the Centre any circumstances which may affect safety or increase risk or injury. To minimise that risk Members must comply with all safety directions issued by the Centre and Centre staff. Members must also advise Willoughby Leisure Centre if their medical condition changes after joining. We may choose to suspend your membership agreement until a medical clearance stating that you are fit to exercise is provided.

17. VENUE REPAIRS & MAINTENANCE: The Centre has an extensive Asset Management Plan in place to ensure that all facilities are maintained. From time to time, services and facilities may be temporarily suspended or closed. If this occurs, and you are adversely affected, you may request a time-stop on your membership for the relevant period. You cannot seek reduction in your membership fees due to the suspension or closure of services and facilities.

18. CANCELLATION OF MEMBERSHIP: Your membership cancellation fee may be considered in the following circumstances:

- a.** In the event of a relocation more than 25kms away from the Centre, a Member must give at least 14 days notice. Valid proof of relocation, for example a signed lease or utility bill, is required for the Centre to cancel the membership.
- b.** The Centre reserves the right to cancel this membership agreement and request the return of the Member's card, at Centre Management's discretion.
- c.** If the Member becomes seriously ill, permanently injured or medically disabled in a manner that prevents the Member from utilising the services on offer at the Centre and evidence is provided and verified by the Centre.

19. AGE LIMITS FOR MEMBERS: All Members must be aged 16 years or older to utilise the facilities of the Health Club unsupervised. Children aged 14-15 can use the Health Club equipment under adult supervision. Children aged 10 years or younger must be accompanied by an adult (16 year or older) at all times while in the pool area.