

1.0 GENERAL

- 1.1 Fairfield City Leisure Centres has the right to refuse to enter into an agreement with any person at its sole discretion.
- 1.2 *Leisure Connect* membership is valid at all three Leisure Centres (Cabravale, Fairfield, Prairiewood) and entitles the holder during operating hours, and subject to specific membership conditions and demand from time to time, to use of the Gymnasium(s), Aerobic / Aqua classes, Pool(s) (limited times at Cabravale and 50m seasonal at Fairfield), Sauna(s) and Steam Room.
- 1.3 Membership is valid from date of purchase rather than commencement of usage. Membership commencement may be delayed by a maximum of two (2) weeks by special arrangement.
- 1.4 Membership entitles you to use the above services/facilities, however, any failure by you to use the services/facilities does not absolve you from your responsibilities under this agreement and in particular (but without limitation) from the obligation to pay membership fees. Non-usage of the facilities does not allow early termination of your membership agreement.
- 1.5 You will be required to have your photo taken. This photo will only appear on your customer user profile.
- 1.6 **Memberships are not refundable** (see *Condition 4*).
- 1.7 Lockers are only for use whilst using the facilities – i.e. no overnight or long-term storage. Any lockers with a padlock on it at the end of the day will have the padlock broken and contents will be available from reception. Fairfield City Leisure Centres cannot guarantee the safekeeping and account for contents of the locker, and will not reimburse the cost of the padlock.
- 1.8 Appropriate workout wear, including a minimum of a singlet/shirt, shorts and enclosed shoes, should be worn at all times when using the gymnasium or participating in group fitness classes. No jeans, work boots or soiled clothing.
- 1.9 A "No towel, No workout" policy applies in gym area.
- 1.10 A maximum of 20 minutes is allowed on cardio equipment.
- 1.11 Complimentary Exercise Consultations are to be taken within first month of date of membership purchase.
- 1.12 A new Membership Agreement form must be completed upon renewing an *Up-Front* membership.
- 1.13 Management reserves the right to refuse entry to any person at any time or to remove persons guilty of disruptive or disorderly conduct – including, but not limited to; verbally or physically threatening staff or other persons; swearing aloud; and gaining or attempting to gain unauthorised and/or wrongful access may lead to membership termination (without refund) or other sanctions (see *condition 7.1*).
- 1.14 If in the opinion of Leisure Centre staff, a member is not deemed physically fit, the member will not be permitted to utilise services or facilities until given clearance by a medical practitioner.
- 1.15 Members holding a 'Rehabilitation' membership paid for by a third party (normally an insurance provider) are not permitted to pay an additional fee to 'upgrade' or extend their membership.
- 1.16 Fairfield City Leisure Centres management reserves the right to vary any conditions and prices as considered necessary.

2.0 EQUIPMENT / PROGRAMS / SERVICES

- 2.1 Fairfield City Leisure Centres may vary or stop providing any equipment, program, or service without notice. Fairfield City Leisure Centres is not liable for any loss or disappointment you may suffer as a result. This includes failing to obtain a position in group fitness classes at full capacity; a position for your child in child minding; or lack of parking spaces.
- 2.2 Time extensions to memberships will not be offered in the case of closures for Public Holidays or any facilities/services being temporarily unavailable for improvements / renovations / change of equipment / unforeseen closure.
- 2.3 Fairfield City Leisure Centres may add or substitute equipment, programs, or services at its absolute discretion.
- 2.4 Fairfield City Leisure Centres cannot guarantee that equipment will be fault free. If you experience a problem with equipment, notify staff.
- 2.5 Fairfield City Leisure Centres is not liable to the customer or any other party for a delay, interruption, failure, or error in supplying equipment, programs, or services.
- 2.6 You hereby agree to indemnify Fairfield City Leisure Centres against any loss, damage, liability, expense, cost or charge arising from or incurred due to your negligence or wilful misuse, or any unauthorised use of equipment, programs, or services.

3.0 MEMBERSHIP CARDS

- 3.1 A membership card will be issued to all new members at time of application.
- 3.2 Members must present and use their membership card on each visit to the Centre.
- 3.3 Members entering gym or pool area at Fairfield and Prairiewood Leisure Centres may proceed directly to and scan card at turnstiles. Members entering the gym at Cabravale Leisure Centre may proceed directly to and scan card at turnstile. Members of Cabravale Leisure Centre wishing to enter the pool area or attend group fitness classes are required to scan their card at reception. Members are to obtain a receipt/ticket to attend an Aqua/Aerobics class at all Centres. If turnstiles are out of order, or your card does not allow you access, all patrons are to report to reception prior to entry.
- 3.4 Membership cards remain the property of Fairfield City Leisure Centres. An \$11 replacement fee will apply to members who lose/damage/destroy a membership card.
- 3.5 Validity/expiry dates are not shown on card. Please check all details with reception.
- 3.6 **Membership cards are not transferable between people** and must only be used by the person who it is issued to. Failure to abide by this condition may lead to management withholding/terminating membership for patrons found in breach of this condition (see *condition 7.1*)

4.0 EARLY CANCELLATION / REFUNDS

- 4.1 Early cancellation is generally not permitted. In exceptional circumstances, an application in writing to Centre Management is required, and approval or disapproval for early cancellation will be based on management's absolute discretion.
- 4.2 Request for early cancellation will not be accepted within final three (3) months of initial period of your agreement.
- 4.3 Supporting documentation (eg. doctor's certificate stipulating specific conditions and time period when exercise is not recommended) is required with application.
- 4.4 If moving out of the area, early cancellation may be granted if moving to an area not within an adjoining / near-by Local Government Areas – Canterbury-Bankstown; City of Blacktown; City of Liverpool; City of Penrith; and Cumberland. Some exceptions may apply – see staff for details. Proof of re-location / residence (not proof of ownership or RMS 'address labels') will need to be provided.
- 4.5 If early cancellation is granted, the early cancellation fee will be equal to 75% of the remaining balance of your agreement (but not less than \$150).
- 4.6 Cardiac / Seniors memberships are not refundable under any circumstances.
- 4.7 In cases of pregnancy, see *condition 6.4*.

5.0 TRANSFERRING MEMBERSHIPS**Up-Front Memberships (between people)**

- 5.1 Upon written application and approval from management, 12 months Up-Front Memberships may be transferred to another person, for use at the same Centre, for a fee of \$55.00. Approval may be withheld at management's absolute discretion. Transfer between people may only occur once per membership. Transferring of memberships is not permitted during the final 60 days of the membership

Direct Debit Memberships (between people)

- 5.2 Upon written application and approval from management, persons within initial/minimum contract period on a Direct Debit membership, for a fee of \$55, may be transferred to another person, who is not a current member or recently expired within the last six (6) months. Approval may be withheld at management's absolute discretion. Transferring of memberships is not permitted during the final 60 days of the minimum term of the membership or outside of the minimum term.

6.0 MEMBERSHIP 'SUSPENSION'

- 6.1 Membership accounts must not have an outstanding amount at the time of requesting suspension.
- 6.2 Suspension requests must be done in person at the Centre prior to dates of requested suspension period – i.e. Suspension requests cannot be backdated. In exceptional circumstances, an application in writing to Centre Management is required, and approval or disapproval for suspension will be based on management's absolute discretion. In cases of physical incapacitation, a doctor's certificate will also be required stating time period when exercise is not recommended.
- 6.3 Any suspension request (including those for medical reasons) must be for a minimum 14 days. In extenuating circumstances, there is an absolute maximum suspension period of 270 days.
- 6.4 In cases of pregnancy, extended suspension may be issued upon presentation of a doctor's certificate stating time period when exercise is not recommended and the expected date of birth. Suspension may be offered up to six (6) weeks past the expected date of birth. Cancellation of membership prior to minimum term of agreement is not permitted during pregnancy.
- 6.5 Suspension requests for more than the maximum allowable period or backdate requests may be considered (so long as written evidence is provided – eg. a doctor's certificate or travel itinerary). If such requests are accepted, a fee of up to \$20 will apply for each such request (in addition to fees outlined below).
- 6.6 **Up-Front Memberships**
- 6.6.1 A fee of \$10 (payable in person at the Centre at time of suspension request) is payable for each request
- 6.6.2 There is a maximum suspension period of 42 days per year for 12 Months Up-Front Membership memberships only. A minimum suspension period of 14 days applies for any request.
- 6.6.3 Suspension is not available for 'Rehabilitation' memberships paid for by a third party (normally an insurance provider). In exceptional circumstances, suspension may be issued upon presentation of a doctor's certificate stating time period when exercise is not recommended, and approval or disapproval for suspension will be based on management's absolute discretion.
- 6.7 **Fortnightly Debit Memberships**
- 6.7.1 A fee of \$10 (payable in person at the Centre at time of suspension request) is payable for each request
- 6.7.2 A minimum of three (3) business days notice is required to suspend Direct Debit memberships. Less than three (3) business days notice may result in your next debit still being processed.
- 6.7.3 There is a maximum suspension period of 42 days per year for Direct Debit Memberships. A minimum suspension period of 14 days applies for any request.
- 6.8 Debit installments will re-commence automatically on the billing date after the completion of the suspension period as stated on the suspension application. If applicable, the installment will be calculated on a pro-rata basis.
- 6.9 If suspension is granted within the initial contract period, the initial contract period will be extended by the same length of time as per the suspension request.
- 6.10 Notice to cancel a Direct Debit Membership cannot be given whilst membership is suspended. Membership must be re-activated and then notice to cancel (if outside of initial contract period) may be given.

- 7.0 BREACH OF CONDITIONS**
- 7.1 Centre management has the right to apply sanctions on any member found to be in breach of membership conditions. Such sanctions may include:
- 7.1.1 Warning or counselling of the member.
 - 7.1.2 Barring access to facility(s) and/or membership privileges for a defined period of time.
 - 7.1.3 Cancelling the membership without refund.
 - 7.1.4 Refusal of entry to any of Fairfield City's Leisure Centres
- 7.2 Members that have had membership privileges barred (as per 7.1.2) will not be entitled to a refund or a suspension of direct debit instalments already paid or to be paid for the corresponding period of barring – that is; no financial compensation is offered for the period your membership privileges have been barred.
- 7.3 Members caught, whether in person or by providing their member card, or by any other means, aiding others in attempting to gain or gaining unauthorised access to facilities or services, will be subject to a financial penalty (minimum \$18.50) and/or have membership privileges barred for a minimum period of one (1) week.

- 8.0 ADDITIONAL CONDITIONS FOR DIRECT DEBIT MEMBERSHIPS (refer to Membership Agreement for further conditions)**
- 8.1 *Debit Success* acts as the billing agent for Fairfield City Leisure Centres.
- 8.2 One (1) weekly instalment and, and a pro-rata payment of 1-7 days is required at the time of joining. In addition, an initial joining fee is applicable. There is a maximum five (5) days to supply all agreement/financial account details from the date of joining or all joining and membership fees and membership will be forfeited.
- 8.3 A minimum of three (3) business days notice prior to a Friday billing date is required to change your bank/direct debit details (account number).
- 8.4 Members are responsible for providing the correct account number. Fees imposed by financial institutions and *Debit Success* for providing incorrect bank details are the responsibility of the member.
- 8.5 Cancellation of a membership requires a minimum 14 days written notice but only once the minimum term has been completed. This is to be done in person at the Centre by completing the appropriate form provided by Fairfield City Leisure Centres. Direct debits will continue to apply for up to 14 days from this point. Notice to cancel a direct debit membership cannot be provided more than two (2) months in advance and cannot be made verbally (in person or via telephone).
- 8.6 If account is in arrears at time of requesting cancellation, cancellation cannot be accepted until arrears are cleared.
- 8.7 If remaining debt(s) are not successfully processed once cancellation notice has been given, the cancellation becomes void until any outstanding amounts on the account / agreement is cleared.
- 8.8 Direct debit members will be notified in writing 30 days before any increase in fees may occur, unless under special circumstance.
- 8.9 Any member who is one (1) or more instalments in arrears will have sanctions imposed, including not being able to access the facility (*see condition 7.1.2*).
- 8.10 Persons under the age of 18 are not permitted to join on a Direct Debit Membership.
- 8.11 If a member's account is sent to a debt collection agency, the person may only re-join on an Up-Front Membership if he/she has cleared the outstanding debt.
- 8.12 If an error has been made by either Fairfield City Leisure Centres or *Debit Success* Billing Agent, where by the member has not been debited correctly or at all for any period of time, the member shall pay any amount not debited correctly. Failure to do so will result in the person being referred to a debt collection agency.

- 9.0 24/7 GYM USE AT FAIRFIELD LEISURE CENTRE**
- 9.1 All members are permitted to use Fairfield Leisure Centre gym during non-staffed hours from 9.00pm to 5.45am (Monday to Friday) and 5.45pm to 6.45am (Saturday & Sunday) and during non-staffed times on Public Holidays.
- 9.2 Security cameras are in operation and record activity within and around the Centre 24 hours a day. These are monitored daily for security and anti-theft.
- 9.3 Members caught, whether in person or by providing their member card, or by any other means, aiding others in attempting to gain or gaining unauthorised access to facilities or services, will be subject to a financial penalty. This includes allowing access to members who have forgotten, lost or damaged their membership access card. This policy is applicable regardless of whether the person provided access to, exercises or not.
- Penalties are as follows:
- 9.3.1 First breach - \$50 fine and official warning
 - 9.3.2 Second breach - \$100 fine and final official warning
 - 9.3.3 Third breach - \$150 fine and termination of membership
- Penalties may be paid direct to the facility or be automatically debited from nominated bank account or credit card within fourteen (14) days of notification of the offence.
- 9.4 Duress alarms are to be activated in the case of an emergency only. Wrongful activation of a duress alarm may result in penalties being applied
- 9.5 In the event of an emergency please follow emergency announcements if applicable, or upon hearing fire evacuation alarm please exit immediately via the fire exit.
- 9.6 A single unisex toilet is located through the door behind the treadmill area. This is accessible only to one person at a time.
- 9.7 A first aid kit is available on the wall of the offices.

- 10.0 LIABILITY AND RISK**
- 10.1 In consideration of being accepted as a member of Fairfield City Leisure Centres each member, EXPRESSLY ACKNOWLEDGES AND AGREES that (subject only to gross negligence on the part of Fairfield City Leisure Centres staff or management, being the direct cause of any loss, damage or injury to occur) each member will enter upon the Fairfield City Leisure Centres premises and surrounds and/or will participate in the programs, utilise the equipment and/or take advantage of the services offered therein absolutely at his or her own risk, such that each member **RELEASES AND DISCHARGES** Fairfield City Leisure Centres its management, staff and contractors from all liability for loss, damage or injury which may be sustained by a member in such manner, or under such circumstances.
- 10.2 The acknowledgment of liability and risk by each member and the release from liability for Fairfield City Leisure Centres, its management staff and contractors, as set out in 9.1 above, is in addition to and not in substitution for any other membership condition including, in particular, but without limitation, clause 2 of these Terms and Conditions of Membership.
- 10.3 Each member further acknowledges and agrees that subject only to negligence of the Fairfield City Leisure Centres, its management, staff or contractors, no action, claim, demand or proceedings will be instituted against Fairfield City Leisure Centres, its management staff or contractors by or on behalf of any such member, as a result of or arising from loss, injury or damage sustained by that member, in such manner or under such circumstances as are set out in this clause 9.

- 11.0 LEISURE CENTRES TERMS & CONDITIONS OF ENTRY**
- 11.1 Each member expressly acknowledges and agrees that despite his/her membership of the Fairfield City Leisure Centres, he/she is nonetheless subject to and must fully comply with the Terms and Conditions of Entry to the Fairfield City Leisure Centres, in force from time to time.
- 11.2 A copy of the Terms & Conditions of Entry to Fairfield City Leisure Centres currently in force is attached to and forms part of these Terms & Conditions of Membership.
- 11.3 In the event of an inconsistency between these Terms and Conditions of Membership and the Terms & Conditions of Entry to Fairfield City Leisure Centres at any time and from time to time, the Terms & Conditions of Entry to the Fairfield City Leisure Centres, will take precedence over these Terms & Conditions of Membership, which will then be deemed to have been amended accordingly, to allow for any such inconsistency.

PRIVACY

Fairfield City Leisure Centres collect and use personal information about you primarily to supply the products and services you utilise at the Centres.

Fairfield City Leisure Centres also collects and uses personal information for related purposes including:

- billing and account management;
- business planning and product development; and
- to provide you with information about promotions, as well as other products and services offered at Fairfield City Leisure Centres.

If you do not provide all the personal information Fairfield City Leisure Centres request from you, Fairfield City Leisure Centres may be unable to supply the products or services you have requested. By providing your personal information to us you acknowledge that, and consent to us collecting and using your personal information to contact you for market research and to provide you information and offers about products and services offered by Fairfield City Leisure Centres.

Fairfield City Leisure Centres value the personal information you provide and will:

- not provide any personal information (including details of your membership agreement or status) to any third party (including non-nominated family members)
- take all possible precautions to prevent unauthorised access to that information.
- not give your personal information to any other organisation for their marketing purposes.
- with your assistance, keep your personal information accurate, complete and up to date.