



This information sheet is designed to outline the major policies, procedures and regulations of the Centre, and to explain your rights and responsibilities as a Member at Vivacity Health and Fitness. Please take a few moments to read this important information.

Club Entry – Reception and Lockers

If you haven't already been issued with one a membership tag will be available on your first visit. You are required to present your membership tag at reception each time you visit. Your tag identifies you as club member. If you lose your tag, we will issue a replacement for you at a cost of \$10. Locker keys are available at reception. Lockers are for your use whilst at the club. Lockers will be checked at the end of each day and any items left behind will be removed from the lockers. Please be aware that any personal belongings are your responsibility. Vivacity does not accept responsibility or liability for any items you may bring onto the premises.

Membership on Hold Facility:

You may request to place your membership on hold once your first direct debit payment has been received, and only if there are no outstanding amounts due on your membership. Memberships can only be put on hold for a **maximum of one month** at a weekly fee of \$5.00 and there is a **minimum of one week for on hold**. In the case of a medical condition or other circumstances the Manager will approve on a case by case basis. You must complete an application form (available at the club). If it is not possible for you to come into the club, you may apply for on hold time via telephone. On hold periods **must be arranged in advance, and will not be backdated under any circumstances**. Your membership will be automatically re-instated at the conclusion of the on hold period, (Note: this date may not coincide with your next visit). On hold time is not available on all membership types. Please check with reception for details of your entitlements. Please note that for **Direct Debit** members your debit payments will cease throughout your on hold time and time taken and relevant membership payments will be added to your end of minimum term.

Vivacity Merchandise

Vivacity has a range of items available for purchase, including t-shirts, drink bottles, caps and towels. Ask at reception for more information on the current range available.

Clothing and Towels

Loose comfortable clothing is recommended for exercising. A pair of well fitting, closed in supportive sneaker type shoes, along with a sweat towel are essential and a **compulsory condition of entry to the training areas**. If you do not have a towel you may purchase one from reception. No towel means no workout. It is also a good idea to ensure you have water on hand during your workout to prevent dehydration.

Group Fitness Classes

We encourage you to try as many of these as you can. Please arrive early to assure a place and also if your class requires equipment to be set up. Classes must start promptly and therefore you may be refused entry if the warm up section has been completed. If you are attending a class for the first time, or if you have any health issues that may affect the safety of your workout, you must advise the instructor at the start of the class. Our fitness class timetable is reviewed on a regular basis and may be altered from time to time to service the current needs of the centre. Vivacity does not guarantee that any classes present at the time of joining will remain on a permanent basis. Class timetables are available from reception.

Personal Training

You may purchase Personal Training sessions as an addition to your membership. Personal training can be a great help in establishing a lifestyle change, to boost motivation, and to ensure correct exercise technique! Ask your gym instructor or enquire at reception for further information regarding the benefits and costs of personal training.

General Behaviour

Members are required to be courteous to other members and to staff at all times. It is a requirement that, as a member at Vivacity, you must comply with staff instructions regarding safe exercise performance, machine time limits and use and all outlined terms and conditions as listed on the membership agreement form in addition to terms and conditions listed on this document. We request that you wipe down the equipment as you go, and to replace weights on their stands when you are finished. The equipment is not to be modified in any way, and must only be used in accordance with the directions prescribed by your instructor. No smoking, alcohol or drug use is permitted within the boundaries of the centre and you are requested not to chew gum whilst on the premises. Members will be held responsible for the cost of repairs arising from any damage to the premises or the equipment caused by themselves, or any guests they bring onto the premises. Any member may have their membership cancelled for breach of regulations. Management reserves the right to amend terms/conditions, hours of operation, fitness class timetable and services available in accordance with the changing requirements of the centre.

Direct Debit Membership

This section relates to members with automatic deductions from either a bank or credit account

- Your periodical debits will begin on the date listed on your membership and billing agreements.
- Your membership is an ongoing contract, paid periodically by direct debit, through your nominated bank or credit card account.
- You have a minimum term detailed on your membership paperwork.
- Following completion of your minimum term, membership and payments will continue uninterrupted.
- You have the right to cancel your membership at any time however cancellation for reasons other than during the cooling off period or due to permanent sickness or physical incapacity (doctors certificate to be provided) you will be required to **pay a cancellation fee of \$250.00 if membership is cancelled within the first half of your membership minimum term or \$150.00 if cancelled in the second half of your membership minimum term**.
- To cancel a Departure Form is to be completed and sign by you before your membership will be cancelled; providing a minimum of 30 days notice Note: it is your responsibility to ensure that we have received your cancellation notification.
- Vivacity uses an external billing company to conduct the debit process on our behalf. Please note, if we are unable to debit your account for any reason, you will be responsible for any collection costs incurred by the Billing Company. You may also incur additional costs from your own banking institution, and or fees by us. In order to avoid this, it is important to ensure that you have available funds in your account. If you expect any problems with an upcoming debit, please don't hesitate to contact us to make any necessary arrangements.

Membership term

It is important to note that if you have a direct debit membership you are obligated to complete all scheduled payments. The initial term of your agreement will conclude at the end of the stated minimum term. This direct debit membership agreement however will continue beyond that initial term and ends only if and when the client (you) terminates the membership agreement.

Pay in Advance (PIA) Membership

- Refund of fees paid will not be granted. You may however transfer your membership to another person.

Transfer of Membership

- The cost is \$50 and is subject to the managers approval

Operating Hours

Operating hours are subject to change in accordance with the requirements of the centre. We will always endeavour to post signage in prominent areas around the club to notify you of any change. The centre may be open on selected Public Holidays.