

# Gym Terms and Conditions

## Member Access

Gym/Dual members have access to the HRCC gym 24 hours a day, 7 days a week.

There are occasional functions throughout the year which will result in the closure of the 24/7 gym. Notices of the closures will be advertised throughout the Centre, on the HRCC website and social media accounts.

The HRCC is staffed between the hours of:

- Monday to Thursday 7:30am – 8:00pm
- Fridays 7:00am – 8:00pm
- Saturday and Sunday 8:00am – 3:00pm

The gym is closed between 1pm and 2pm every Monday, Wednesday and Thursday for a closed class.

Casual gym usage can only take place when the HRCC is staffed.

## Entering the Gym

A personal access fob will be issued to each member after they have completed a gym induction.

During normal opening hours, access to the gym will be via the front doors.

After closing, access to the 24/7 gym will be through the rear of the HRCC building (western side – hockey oval) using the fob.

Place your fob on the sensor plate near the door. Once activated, the door will swing open to grant you access to the gym.

When exiting the gym, please do not allow access to anyone who has not successfully scanned their fob.

## Inappropriate Use of Access Fob

The access fob must only be used by the member it was issued to.

Any member allowing another individual to use their access fob in any capacity or allows access to non-members, whether using the gym or not, will be subject to disciplinary action.

In most cases, the action will be taken in the following order, however a penalty may be escalated at the discretion of the HRCC management.

- **1st Offence:** Warning
- **2nd Offence:** 2-weeks membership suspension.  
(the period of suspension will be included as part of the normal allocation per year, which may incur an additional fee).
- **3rd Offence:** Cancellation of membership.

## Lost Access Fob

If your access fob is lost or stolen, please contact the HRCC immediately.

Lost fobs attract a \$20 replacement fee, payable at the time of receiving your new fob.

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## Safety and Security

### **First Aid / Hygiene Stations / Defibrillator**

A first aid station and defibrillator are located on the East wall of the gym, near the desk, and is clearly signed.

During staffed hours, you should contact a HRCC team member for first aid assistance.

During un-staffed hours, for minor first aid issues, you can access the first aid kit.

If an incident occurs that requires first aid treatment outside staffed hours, please use the incident forms provided to record the incident. This helps us track any patterns of incidents and ensure that the gym is safe for others.

Hygiene wipes and sprays are supplied at several stations throughout the gym.

For your personal comfort and that of others, please use the wipes and sprays on all equipment straight after use and use a towel over the equipment when you are using it.

## Emergency

**It is strongly recommended that patrons have their mobile phone with them at all times when using the 24/7 gym, so you can contact emergency services directly on 000, if required.**

The duress alarm is an alternative method of contacting the police only.

If the duress alarm is activated, the police will attend and assess the situation.

The duress alarm is situated on the wall next to the first aid equipment and defibrillator.

There are also wearable duress alarms for individuals.

We recommend members either wear a personal duress alarm or have their mobile phone on hand should an emergency occur.

Activation of the duress alarm without a valid reason may result in any associated call-out costs being charged to the person/s responsible.

## Closed Circuit Television Cameras

For your safety, CCTV cameras are installed and continually recording in the HRCC complex, including the 24/7 gym, access door and pathways.

## Alarms

Except for the 24/7 gym and the gym access areas along with the rest of the HRCC is alarmed and monitored outside staffed hours. Please do not use the exit door from the gym onto the courts, unless in an emergency.

## Personal Belongings

We encourage you to use the pigeon holes provided to store your personal belongings. For the safety of all users, bags and other personal belongings are not to be carried around or left on the floor of the gym.

## Mobile Phones

During unstaffed hours, we recommend gym users to carry their mobile phone so they can be used, should an emergency situation arise.

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## Drugs and Alcohol

The use of illicit drugs and/or alcohol is strictly prohibited within the premises. Those found under the influence will have their membership terminated immediately.

## Noise/Music

The gym has an audio system/TV and low level background music is played during normal opening hours.

During non-staffed hours, there will be no background music in the gym.

Personal audio speakers are not permitted within the gym however, personal headphones are permitted.

## Train with a Buddy

During unstaffed hours it is encouraged that you work out with a partner when using free weights or at any time where you place yourself between the weight and the floor or bench.

## Damaged Equipment

If you find any equipment that is damaged or requires maintenance, please alert HRCC staff.

During unstaffed hours, complete the appropriate form and place an Out of Order sign on a visible part of the machine.

## Wilful Damage or Misuse of Equipment

If you are found to have wilfully damaged or misused any equipment, then you may be held liable for the cost of repair or replacement.

## Gym Etiquette

All members of the HRCC gym and casual users must abide by the following rules of etiquette.

- All patrons must be 16 or over.
- All patrons are to wear suitable clothing and appropriate closed footwear.
- Bare feet are not permitted, except in the designated stretching area.
- All patrons must use a towel on the equipment when working out.
- Weights must be returned after use so other patrons can easily find them.
- In order to minimise damage to weights, please do not drop them.
- No inappropriate or offensive language is allowed in the gym.
- Reserving equipment is not allowed.
- Wipe equipment after use. Cleaning stations are provided for this purpose.
- Cardio machines should be used for a maximum of 20 minutes at busy times, if there are people waiting for the machines.
- No food or drinks, except water, should be consumed in the gym.
- Protein shakes are to be drunk near the pigeon holes only.

Failure to abide by the rules of etiquette may result in immediate removal from the gym or suspension/cancellation of your membership.

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## Cancellation

This agreement may be cancelled if a member becomes permanently unwell or incapacitated in any way that stops them from using the fitness services.

Written notice and a copy of a medical certificate should be provided to the HRCC. Cancellation will take effect immediately in this case.

This agreement may also be cancelled for any reason by providing written notice to the HRCC.

No fee will be charged for cancellation however, refunds will be on a case-by-case basis with consultation with HRCC Management.

## Suspension

Your membership can be suspended at no charge for the following periods:

- **3-month membership:** minimum 2 weeks, maximum 1 month
- **6-month membership:** minimum 2 weeks, maximum 2 months
- **12-month membership:** minimum 2 weeks, maximum 3 months

If a valid medical certificate is provided, suspension periods can be extended to a maximum of 150 days.

1 weeks' notice is required to suspend a membership.

**Request for suspension must be made to a staff member and a suspension form must be completed prior to intended absence.**

**A suspension will not be accepted over the phone, nor will it be backdated.**

Members cannot cancel their membership whilst on suspension.

A return date must be filled in. "Until Further Notice" return will not be accepted.

The membership will automatically resume on the return date.