

Suspending your membership

- The following terms and conditions apply when suspending a Winchelsea Health Club membership:
- All suspension applications must be in multiples of weeks or months.
- Suspension durations are for a minimum of two (2) weeks and a maximum of six (6) months in total per year of membership.
- Direct Debit and Lump Sum 12 Month members are eligible for two (2) suspensions per year of membership.
- Lump Sum 3 Month members may suspend once for a minimum of two (2) weeks and a maximum of two (2) months in total.
- Suspension for medical reasons may be back-dated with a valid medical certificate.
- When suspending a Family Membership, the suspension will apply to all family members.
- Your Winchelsea Health Club membership access will resume on the return date specified on this form. Direct debit payments may recommence prior to this date should a pro rata payment be required.
- Winchelsea Health Club debit your account on or around the 27th of the month. Direct debit membership suspensions submitted after the 20th day of the month will be applied the following month. Any credit applicable will be applied to a direct debit upon your return.
- No refund will be provided if you choose to cancel your direct debit membership while your membership is suspended.

Cancelling a membership

- Cancellation forms are available from reception staff.
- A cooling off period of seven days applies from the date of joining.
- One month's notice is required to cancel all Direct Debit.
- A fee of \$50 will be charged upon cancellation of Lump Sum memberships.
- Any outstanding amounts are to be settled upon cancelling your membership.
- If you are cancelling your membership while on suspension, any credit on your membership will be voided.
- Due to direct debit processing timings, members cancelling after the 20th day of any month will incur the following month's membership fee in full.

Changing your membership

- Forms for you to make changes to your membership details including contact details and any direct debit account information are available from reception staff.
- Please note that changes to membership and banking details will need to be submitted by the 20th of the month.
- If a Lump Sum member wishes to upgrade or downgrade their membership, they will be required to cancel their existing membership and re-join on a new Lump Sum membership (3 or 12 months). The remaining credit on their existing membership will be applied to their new chosen membership. Where credit amount is greater than the new membership cost the difference will be issued to the member.

Renewing your membership

- In line with our Membership Policy, the following terms and conditions apply when renewing a Winchelsea Health Club membership:
- Renewal fees for Lump Sum memberships are payable as determined by management. Membership rights will cease if membership fees remain unpaid by the due date.

Conditions of entry

Conditions of entry apply when you visit the Winchelsea Health Club.

- All terms and conditions have been created to ensure the safety and enjoyment of patrons at all times.
- Please discuss these terms and conditions with any Winchelsea Health Club staff member if you require advice, guidance or clarification.
- It's important to note that the following information is subject to change. In the event of updates or amendments, you will be notified by the club or through other communications such as a letter, phone call, email or text message.
- Please make every effort to familiarise yourself with this information and refer to it when required.

Conditions of entry

- To the extent permitted by law, the Surf Coast Shire and any of our officers, agents or employees accepts no liability of whatever description, for any losses, injuries or death which may occur at any Winchelsea Health Club facility.
- By entering any Winchelsea Health Club facility, visitors accept that they do so at their own risk and accept that they waive and forego any legal right that they may otherwise have against the Surf Coast Shire and or against its officers, agents or employees.
- The use of cameras, video recorders or any other image recording device is prohibited within our facilities. Please refrain from using mobile phones in the change rooms.
- An acceptable standard of behaviour is expected of patrons at all times. Management reserves the right to refuse entry or remove any person not respecting our rules and conditions.
- Smoking is banned within grounds under the Tobacco Act, 1987.
- Your safety is paramount and we ask that in the event of an emergency situation requiring evacuation of all or part of any Winchelsea Health Club building to the nearest assembly area, we request you follow instructions provided by the Area Warden or Emergency Services. Schools or user groups shall take a roll call when in the assembly area. Practice emergency drills are conducted regularly at the Winchelsea Health Club and will be announced prior to commencement by the Duty Manager. Your cooperation during these drills will be greatly appreciated.

General expectations

Around our gyms, group exercise rooms and common areas:

- Please wear closed toe shoes for the gym and in group exercise classes and suitable clothing for any other planned activity. Bring water and a towel to your workouts.
- In the gym, patrons aged 12-15 must be accompanied by someone over the age of 16. Patrons aged 16+ can use the gym independently.
- Patrons aged 12+ can attend Group Exercise sessions independently.
- Medical clearance may be required. Staff will advise if relevant to you.
- Gym equipment should only be used after demonstration by a qualified gym instructor.
- Consider using lockers where available as staff cannot be held responsible for loss or damage of any personal items.
- Please arrive 10 minutes prior to group exercise class commencement. Late entry to classes will not be permitted for safety reasons.
- Smoking and the consumption of alcohol or drugs within our centre is prohibited.
- Rules relating to facilities and activities must be adhered to at all times.

Management reserves the right to:

- Cancel your membership and refuse entry to any person not adhering to the Surf Coast Shire Winchelsea Health Club Membership Terms and Conditions.
- Close any facility, or part of, at any time for urgent maintenance or upgrades. Every effort will be made to communicate closure to members.