



Membership Terms and Conditions

General

- Please present your RFID membership band at reception upon each visit to the Centre. A replacement fee of \$8.00 will be charged for lost or stolen RFID bands.
- A Code of Behaviour applies to all memberships and requires members: to refrain from using obscene language, to co-operate with staff requests, to respect the rights of other members and users, to return weights after use and to take care when utilising equipment. Failure to adhere to the Code of Behaviour may result in expulsion from the centre and cancellation of membership.
- A dress code applies to the gym and aquatic areas. In the gym no bare feet, jeans, thongs, slippers, boots, work attire, and bare chests. In the aquatic area, appropriate swim wear must be worn, jean shorts are not permitted in the aquatic area.
- Members using the spa, sauna and steam should limit themselves to 15 minutes per session and water should be consumed to avoid dehydration. It is a health requirement that all participants shower before entering any of the above areas. All members must wear their RFID wrist band when utilising the spa, steam room or sauna.
- Sweat towels are compulsory in the gymnasium and appropriate hygiene practises must be employed at all times, including wiping down of equipment after use. \$5.00 towels can be purchased at reception.
- Patrons will not be admitted into group fitness classes after commencement of the music.
- All children under the age of 10 must be supervised by an adult 16 years and over at all times.
- A limited number of lockers are available to members free of charge. These are provided on first come first served basis. Management shall not be liable for any loss of items left in change rooms or lockers and suggest that all valuables and large sums of money are not brought into the Centre.
- **Staying Active** – Off peak memberships can be used between 5.30am to 4.30pm Monday to Friday and all day Saturday and Sunday. If you enter the gym after these hours then a peak usage fee of \$6 will be charged to the member.
- **Teen Health Club and Aquatics** – Can be used between 5.30am to 5.30pm Monday to Friday and all day Saturday and Sunday. Must be 16 years and over to use the steam room, spa and sauna. All Teen Health Club members under the age of 16 must complete a health assessment with a Gym Instructor before attending the gym alone.

Suspensions

Term Members

- Term members 3 and 12 month members are currently entitled to a maximum 15 days and 60 days suspension respectively. All suspensions must be in a minimum of 15 day blocks.

Direct Debit Memberships and Term Memberships

- Direct Debit Members are entitled to 60 days of uncharged suspensions per calendar year. Any further suspensions will be charged \$0.50 per day.
- Suspension and cancellations must be made in person or in writing via email to rlc@darebin.vic.gov.au.
- Suspensions require three days notice to process. Suspensions must be a minimum of 15 day blocks.

Cancellations

Cancellations are only applicable to 12 month contracts within the minimum term if:

- You become sick or incapacitated and are unable to exercise for a period longer than 12 months. A doctors certificate must be supplied with this request.
- You relocate to an area 20 kilometres or further from the club – Proof in the form of rates notice or car licence change of address is required with this request.
- You become bankrupt, enter into a scheme of arrangements with creditors or commit an act of insolvency.
- A cancellation fee applies if you wish to cancel your contract within the minimum term for any of the above reasons. The cancellation fee will depend on the type of contract, the length of term remaining on your contract and is calculated according to the information below.

If you wish to cancel your contract for any other reason, you must pay the remainder of your contract in full. This is calculated by the number of months remaining in your contract multiplied by your fortnightly contract fee.

Refunds

- Refunds are only available on 12 month memberships and will be only given in extreme circumstances. Each application will be assessed individually to determine validity. If approved all refunds will be subject to a \$100 administration fee for Health Club memberships and \$50.00 for all Aquatic Memberships.
- Note: Any requests for refunds within the first 7 days of the membership will be refunded in full.



Membership Terms and Conditions continued.....

Disputes

- Any dispute concerning direct debit payments must be raised with management via email or in person within 30 days. It is the customer's responsibility to retain copies of any such communication.

Upgrades and downgrades

- Upgrading your membership from either 3 months to 12 months must occur within one month of your joining date. The difference between the terms is payable in full.
- A fee of \$10.00 will be charged for all downgrades. Upgrades do not incur a fee.

Transfers

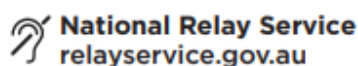
- Memberships are not transferable under any circumstances. In the instance of another member using a membership card other than their own then automatic cancellation of membership without refund will apply.

Concession memberships

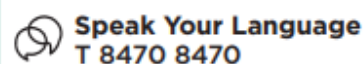
- Holders of concession memberships are required to present current evidence of concession status within 2 weeks if requested. Failure to provide updated concession information will result in the membership automatically reverting to the appropriate non-discounted price.
- On all questions concerning the interpretations of the rules and regulations, the decision of management will be final. The rules and regulations may be changed and amended by the management at its sole discretion at any time. If you do not understand any of the above, you should seek clarification from staff at the Centre.

RESERVOIR LEISURE CENTRE

2A Cuthbert Road, Reservoir
T 9496 1050
E rlc@darebin.vic.gov.au
darebin.vic.gov.au/rlc



If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.



العربية	Italiano	Soomalii
繁體中文	Македонски	Español
Ελληνικά	नेपाली	اردو
हिंदी	ਪੰਜਾਬੀ	Tiếng Việt