

HEALTH & FITNESS CLUBS

MEMBERSHIP TERMS AND CONDITIONS

To ensure that every Health and Fitness Club Member receives the maximum benefit from the facilities and services at the Centre, I agree to the following Terms and Conditions, as amended in writing from time to time, for the duration of my Membership.

Registration

I must register my attendance with Reception on each and every visit to the Centre.

Children

Strictly no children under the age of 14 are permitted in the Gymnasium.

Clothing and Footwear

The minimum acceptable attire in the Gymnasium is a shirt or singlet and shorts or pants. For hygiene and safety reasons, enclosed footwear must be worn in the Gymnasium at all times.

Towel

A sweat towel must be used during workouts in the Gymnasium. If I fail to do so, I may be requested to vacate the Gymnasium.

Membership Card

I agree that I must carry my Membership card at all times whilst in the Centre. If my Card is lost or stolen, I must report same to Reception immediately. A fee may be charged for the issue of a replacement Card.

Liability

I understand that as part of my Health & Fitness Club Membership, I use the facilities and services of the centre and any part thereof at my own risk, and release to the fullest extent permitted by Law, the venue and the servants, agents, invitees and licensees of the venue from all liability howsoever arising from:

- any accident, loss or damage or injury to my person or my property occurring in the Centre or any part thereof; and any
- accident, loss or damage or injury to any other person or property occurring in the Centre or any part thereof.

Assessments and Questionnaires

I agree to complete a fitness assessment with the staff of the Club at the commencement of my membership, and acknowledge that the information provided by me will be used by the staff of the Club as a guide to the limitations of my ability or capacity to exercise.

I acknowledge that for my own safety, the Club may require that I obtain a clearance from a Doctor, and that until such time as this is provided, my use of the facilities and services of the Centre may be restricted. I understand that the staff of the Centre do not purport to provide advice on my personal medical fitness.

Events

I acknowledge that the Centre is a large multipurpose sporting complex, and is used for many events throughout the year. During these periods, I understand that there may be disruptions to the availability of the Centre for my use. I acknowledge that the venue will do its best to accommodate all users of the Centre during these periods, however in some circumstances cancellations may be necessary. The venue will keep me informed of the potential disruptions or cancellations throughout the Term of my Membership.

Membership Time Stops

I acknowledge that Time Stops may only be granted under medical or other special circumstances. A request for a Time Stop must be forwarded in writing to the Centre for the consideration of the Manager in their absolute discretion. Up to a maximum of 4 weeks of time stop may be approved. Time Stops are only available on 12 month memberships. I acknowledge that there may be an administration fee for this service.

Rules

I agree to comply at all times with these Membership terms and Conditions and Rules of the Centre, as amended from time to time, and displayed at the Centre's Reception. Further, I agree to comply with any lawful and reasonable direction of the staff of the Centre for the purposes of ensuring proper operation and safety of the Centre.

Admission and Removal of Persons

The Manager may at any time, in their absolute discretion, refuse admission to any person and/or direct any person to vacate the Centre, and the venue will not be liable in any way.

Goods and Services Tax

Unless otherwise stated, all prices quoted are inclusive of GST.

Privacy Notice

The Major Sports Facilities Authority is collecting this information to provide you with membership to the Health and Fitness Centre and to keep you informed about future promotions and events. Collection is authorized by the Fair Trading (Code of Practice – Fitness Industry) Regulation 2003 (Qld.). Information may be provided to medical personnel if you have an accident or are injured whilst using the gym facilities.

DIRECT DEBIT – TERMS & CONDITIONS

1. Debiting details are outlined in this Sleeman Sports Complex (S.S.C) Direct Debit Terms & Conditions.
2. The Customer will be advised at least 14 days in advance of any changes to the Direct Debit arrangements.
3. For all requested changes relating to the Direct Debit arrangement, (including change of account, cancellations and time stops) the Customer will need to:
 - A. Send written correspondence to The Health & Fitness Coordinator, Sleeman Sports Complex, Cnr Old Cleveland & Tilley Roads, Chandler Qld 4155 outlining the request/issue;and
 - B. Complete the required additional form where applicable i.e. Cancellations Request Form or Stop Payment Request Form;and
 - C. Allow for one (1) frequency of direct debit for the amendments to take effect.
4. If you believe there has been an error in debiting your account you must contact us immediately on 07 3131 9611 between 8.30am to 5.30pm, Monday to Friday so that we can resolve your query quickly.
5. The Customer should be aware that:
 - a. Direct Debiting through Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - b. Account details should be checked against a recent statement from your Financial Institution.If you are in any doubt you should check with your Financial Institution before completing the Direct Debit Request.
6. It is the customers' responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn on the 15th day of each month.
7. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.
8. For unpaid transactions e.g. dishonoured/returned payments, S.S.C Direct Debit Request and gym membership may be terminated in accordance with S.S.C's operations and procedures.
9. The customer may cancel S.S.C Debit Request only after three (3) PAYMENTS HAVE BEEN MADE. By cancelling the S.S.C Direct Debit Request the customer is not entitled to enter into a further Direct Debit arrangement until (12) months after the cancellation date.
10. The customer may request one (1) stop payment period for a maximum period of one (1) month between the first payment date and the final payment date. Stop payments will only be granted for medical and special circumstances at the sole discretion of S.S.C Management.
11. Fees and charges are payable for The S.S.C Debit Request as follows:
 - \$15 cancellation fee
 - \$15 dishonoured/returned payment fee
 - \$15 stop payment fee
12. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
Sleeman Sports Complex Direct Debit Terms and Conditions

1. Debiting details are outlined in The Sleeman Centre Direct Debit Request.
2. The Customer will be advised at least 14 days in advance of any changes to the Direct Debit arrangements.
3. For all requested changes relating to the Direct Debit arrangement, the Customer will need to:
 - a. Advise The Sleeman Health & Fitness Centre by calling 07 3131 9611

And/Or

 - b. Send written correspondence to the Health & Fitness Coordinator, The Sleeman Centre, Cnr Old Cleveland & Tilley Roads Chandler Qld 4155 outlining the request/issue.

And/Or

 - c. Allow for one (1) frequency of the debit for the amendments to take effect.
4. If you believe there has been an error in debiting your account you should contact us on 07 3131 9611 from 8.30am to 5.30pm, between Monday and Friday as soon as possible so that we can resolve your query quickly.
5. The Customer should be aware that:
 - a. Direct Debiting through Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - b. Account details should be checked against a recent statement from your Financial Institution. If you are in any doubt you should check with your Financial Institution before completing the Direct Debit Request.
6. It is the Customers' responsibility to ensure sufficient funds are in the nominated debiting account when the payments are to be drawn on the 15th day of each month.
7. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. See point 3 above on how to obtain further advice.
8. For unpaid transactions e.g. dishonoured/returned payments, The Sleeman Centre Direct Request and gym membership may be terminated in accordance with The Sleeman Centre's operations and procedures.
9. The customer may cancel The Sleeman Centre Direct Debit Request only after three (3) months from the first payments date. By cancelling The Sleeman Centre Direct Debit Request the customer is not entitled to enter into a further Direct Debit arrangement until 12 months after the cancellation date.
10. The customer may request one (1) stop payment period for a maximum of one (1) month between the first payment date and the final payment date. Stop payments will only be granted for medical and special circumstances and the discretion of The Sleeman Centre Management.
11. Fees and charges are payable for The Sleeman Centre Direct Debit Request as follows:
 - \$15 Administration Fee
 - \$15 dishonoured/returned payment fee
 - \$15 stop payment fee
12. All customers' records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
13. I/we have read, understood and commit to the terms of The Sleeman Centre Direct Debit Request Service Agreement.

Signature(s)

Date