

THE TRAINING ROOM GEELONG

TERMS AND CONDITIONS



Thing to know at the start of your membership

Minimum Term

There is a 3 month minimum term on all new memberships from January 1st 2021. This is equivalent to 6 fortnightly payments.

Promising you are in good health

On the day you sign your agreement and each time you attend the gym, you promise us that:

- you are in good physical condition
- you know of no medical or other reason why you cannot or should not do active or passive exercise.

Seeking expert advice

Our staff and contractors are not medically trained. They are not qualified to assess if you are in good physical condition and can exercise without risking your health, safety or comfort. If you have any doubts, we strongly urge you to seek expert advice before starting an exercise program.

Joining aged 16-17

The Training Room Geelong is an 18 years and over gym. If you are 16 or 17 and have completed private sessions with one of our coaches, you may be invited to join the gym as a member. Membership for 16-17 year olds is at the discretion of our coaches. In this case a parent or guardian must co-sign your agreement and pre-exercise questionnaire.

THE TRAINING ROOM

GEELONG



Paying for ongoing memberships

You pay fees for ongoing memberships in advance each fortnight, by direct debit from a bank account or credit card.

Paying every second Wednesday

Ezidebit will act on our behalf to debit your fortnightly membership fees from your nominated account on every second Wednesday, as set out in your membership agreement.

In signing your agreement you are acknowledging you have read and understood the terms and conditions associated with Ezidebit -you will be shown the Ezidebit terms and conditions when you complete your membership.

Please note that:

- debit dates are preset for all members
- if one falls on a public holiday, we will debit your account on the next business day
- debits might take up to 5 days from every second Wednesday to come out of your account.

THE TRAINING ROOM

GEELONG



Meeting your responsibilities

You must make sure:

- your account can accept direct debits (your financial institution can confirm this)
- there is enough money in your account on the payment day and the next 5 days
- you tell us if you are transferring or closing your account, at least 48 hours before your next direct debit
- you tell us about any changes to your credit card, such as its expiry date or number, at least 48 hours before your next direct debit.

For membership/s in your name, you must make sure that the payment method you choose continues for the length of your agreement. This includes third-party accounts. If the details you give us fail, you are liable for all resulting fees. You should update your details and are obligated to complete your minimum term. If you default in payment of your membership fees we may send your outstanding debt to a third party debt collection agency to collect your outstanding fees.

THE TRAINING ROOM

GEELONG



Paying upfront

You can pay upfront for six month or yearly memberships.

Pay for 6 months upfront to receive a 10% discount on membership.

Pay for 12 months upfront to receive a 15% discount on membership.

Membership must be paid in full and cannot be transferred to another member or put on hold.

Renewing your upfront membership

When your membership is due to end you can renew your membership at the current membership rate. By renewing your membership, you agree to the membership terms that apply at that time.

THE TRAINING ROOM

GEELONG



Staying up to date with our terms

We may sometimes add to, change or remove our terms and conditions. This includes changing the gym's opening and closing hours, its services and facilities and membership fees.

The most up-to-date terms and conditions always apply. You can find copies on our website at www.thetrainingroomgeelong.com.au

Being notified about changes

We will give you at least 7 days notice of any changes, for instance by:

- publishing them in our newsletter or on our website
- placing a notice in the gym
- phoning you or writing to the address (post or email) you last gave us.

Using a 'time freeze'

You can freeze your membership for 2 fortnights each calendar year. The time freeze fee for all memberships is \$8 per fortnight, which you can pay in advance or by direct debit. Please note that if you are within your minimum term, any time freezes are not classified as a full payment toward your contract. You will still be required to pay 6 fortnightly direct debits at your full rate.

Understanding the conditions

Before freezing your membership, you must make sure your fees are up to date and you don't owe us any money. Note that we cannot backdate any time freeze requests. You must request a freeze when you need it.

THE TRAINING ROOM

GEELONG



Telling us about your health risks

If you believe any gym activities might risk your health, you must tell us this in writing with full details. You must also tell us if your medical condition changes after you join.

We may choose to refuse your membership agreement until:

- your doctor agrees in writing that you are fit to exercise
- you show us proof that you have received medical advice on an appropriate exercise program.

Managing infections and illnesses

You must not use gym facilities if:

- you have an infection, contagious illness or physical ailment, such as an open cut or sore
- there is any other risk, however small, to other members and guests.

We welcome your feedback

Your feedback is important in helping us to provide a great service. If you have any comments or questions about our gym, website or service.

Online

Send us a message by completing our enquiry form via our website www.thetrainingroomgeelong/contact-us/

Please enter your details carefully as this will help us with efficiency and you will hear from us within 5 business days.

THE TRAINING ROOM

GEELONG



Cancelling your membership

You can cancel your membership by:

Sending a request to info@thetrainingroomgeelong.com.au

Confirming your request

When you do this, please always

- give us your email address so we can confirm your request in writing
- keep a copy of your request

Cancelling after the minimum term expires

Once the minimum term of your membership expires, you or we may cancel your membership. When you cancel, you must pay us any fees you owe or we may take action to recover them.

Gym Code

Respecting our equipment

You are responsible for using our facilities and equipment correctly, including adjusting levels or settings. If you are not sure how to operate any equipment, please ask our staff before you use it.

THE TRAINING ROOM

GEELONG



Note that you will be responsible for any damage that you cause through a wilful act or negligence.

As a courtesy to other members, please:

- Use a clean towel when you use equipment, including exercise mats
- Put equipment away after use

Taking care in wet areas

You are welcome to use the shower in the bathroom. However, note that this area is unsupervised and you use it at your own risk.

Keeping your belongings safe

We cannot accept responsibility for any loss or damage to your belongings while you are at the gym. We give lost property to charity each month.

Wearing suitable clothes

All members and guests must wear suitable clothes and enclosed sports shoes in any exercise areas. We do not allow clothes with offensive images or inappropriate advertising.

Parking

You park in the gym's car park at your own risk. We are not liable for any loss or damage to your vehicle or its contents.

THE TRAINING ROOM

GEELONG



Being refused entry or receiving a warning

We can refuse entry to anyone, including members, if they act unreasonably or break the code.

Facing instant cancellation

We can cancel your membership without warning if you behave in a way that is risky or seriously inappropriate, such as:

- threatening or harassing others
- damaging equipment
- using illegal or performance-enhancing drugs
- instructing other members when we have not authorised you to do so.

Understanding our privacy policy

During your membership, we will have access to personal information about you, such as about your health and financial situation. We will only use, disclose or deal with your information in line with our privacy policy. Sensitive information will only ever be used for providing services to members. Such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of The Training Room Geelong or any member of the public, or to lessen a serious threat to a person's health or safety.

THE TRAINING ROOM

GEELONG



Allowing us to use your image

We sometimes film or photograph the gym so it is possible you will appear in the background. By signing your agreement, you allow us to use your image in promotional and other business-related material.

Paying outside providers, including personal Trainers

Contractors provide some services in our clubs, such as personal training. You will need to pay service fees directly to them and we are not responsible for those fees or for any associated costs or refunds.