

# CASUAL VISIT

All casual users must complete the in-club sign up process on the iPad at reception before using the facility. Once the initial signup is complete, you must see staff at reception before each visit to be scanned into the facility electronically. If you are over the age of 18, you may complete this using the link below:

<https://myaccount.clubfit.net.au/onlineoffers?code=ONTHEMOVE&accountId=1>

Both 7 and 14 day visitor passes cannot be frozen or transferred to another member. We offer no refunds for casual visits, 7 or 14 day visitor passes under any circumstances.

## CLIENT DETAILS

|                                     |   |
|-------------------------------------|---|
| Name                                |   |
| Date Of Birth                       |   |
| Residential Address                 |   |
| Mobile Phone                        |   |
| Email Address                       |   |
| Secondary / Emergency Contact Name  |   |
| Secondary / Emergency Contact Phone |   |
| Start Date                          | / /   |
| Visit Type                          | <input type="checkbox"/> 1 casual visit \$15<br><input type="checkbox"/> 7 day visitor pass \$40 (includes key fob)<br><input type="checkbox"/> 14 day visitor pass \$70 (includes key fob) |
| Fees                                | Replacement Key Fob Fee      \$10<br>Tailgate Fee                      \$30   |
| Payment of Fees                     | Upfront payment: Total = \$   |

# TERMS AND CONDITIONS

## MEMBERSHIPS

If your membership is for a **Fixed Term**, it automatically terminates at the expiry of the Fixed Term. A new agreement will be required if you wish to continue using our facility.

If your membership is **Ongoing**, it is a periodic agreement that will continue after the Minimum Term until either you or we terminate it. As an automatic direct debit arrangement will be in place, membership fees will continue to be debited from your credit card or bank account until you complete a membership cancellation form at reception, or send us an email request to [onthemovetemora@outlook.com](mailto:onthemovetemora@outlook.com).

### 1. Cooling Off

This agreement is subject to a 7 day cooling off period. If you change your mind shortly after applying for membership, you may have an opportunity to cancel. You will need to let us know in writing by emailing us at [onthemovetemora@outlook.com](mailto:onthemovetemora@outlook.com) within 7 days of signing the membership application form. We will charge the joining fee, key fob fee and for any services we have already provided such as use of the gym. Otherwise, we will

refund you any other amounts you have paid to us within 7 days. If you wish to end your membership after the first 7 days, different terms apply as set out in the Ending Your Membership section.

## **2. Members Under 18 Years Of Age**

The minimum age requirement to use the gym is 12 years. All members under the age of 18 must be accompanied by a parent/guardian during sign up. By signing on behalf of a child, the parent or guardian agrees to be responsible for ensuring the child exercises safely, pays their membership fees and otherwise follows these terms.

Parents/guardians will be responsible for any damage and/or injuries that may occur, including any costs associated with these.

## **3. Membership Access Hours**

12-15 years: Staffed Hours Only (see staffed hours on front door of building)

16+ years: 4am – 11pm, 7 days

## **4. MyClub Fitness App**

We recommend downloading the MyClubFitness app on your phone. The app allows you to manage your payments remotely, view your membership expiry date, renew your membership agreement, keep up to date with news and important announcements, and submit a request to freeze your membership.

## **5. Key Fobs / Building Access**

Your key fob must be scanned before entering the building. This is a legal requirement. If your fob is not working, please ring the doorbell or call the phone number located on the front door.

Allowing access or lending your key fob to others will result in a \$30 tailgate fee which we will be debited from your bank account without notice. It may also result in suspension or cancellation of your membership with no exceptions. If another member has forgotten their fob, or you bring a friend with you to the gym, they must ring the doorbell and wait for a staff member.

You must notify us immediately if your key fob is lost or stolen so we can deactivate it. You will need to purchase a replacement key fob from reception for \$10.

## **6. Direct Debit / Declined Payments / Refunds**

Your first direct debit will be debited the day your membership commences. Ongoing payments will be debited weekly in advance. Each declined payment will incur a \$10 fee which will be added to your next scheduled direct debit payment. Access to the building may be blocked until the declined payment has been caught up. Please ensure you have sufficient funds in your bank account prior to the direct debit being processed. We hold no liability for fees that you may incur from your financial institution/bank due to declined payments.

We may issue refunds for Fixed Term memberships as stated in the Ending Your Membership Section. No other refunds will be given under any circumstances.

In the event we are unable to contact you in regards to your payment issues, your emergency contact will be contacted using the details you have provided.

## **7. Freezing Your Membership**

You must send an email to [onthemovetemora@outlook.com](mailto:onthemovetemora@outlook.com) or see a staff member at reception to freeze your membership. You may temporarily freeze your membership if all amounts payable for your membership are paid up to date. If your membership is for a Fixed Term, it must have more than two weeks remaining.

Memberships may be frozen for a minimum of 7 days, to a maximum of 3 months. After 3 months, your membership will automatically be cancelled. You may provide us with a date that you would like your membership to resume, otherwise key fobs will be restricted until you notify us via email or at reception.

While your membership is frozen, the term will be extended and we will freeze any payments that fall within the freeze period.

## **8. Ending Your Membership**

You must ensure all membership fees are up to date before cancelling your membership. Any unpaid fees will need to be paid by you in addition to our other rights we may have including taking action to recover the outstanding payments.

You cannot cancel your ongoing membership until the 28 day minimum term is completed.

You must complete a cancellation form at reception or send an email to [onthemovetemora@outlook.com](mailto:onthemovetemora@outlook.com) with your cancellation request. All cancellation requests may take up to 7 days to be processed. You may be charged a final membership payment during that time.

If your membership is for a Fixed Term, you do not need to do anything, as it will automatically end when the membership term expires. We will send a reminder before the end of your membership to let you know your membership is due to expire.

Cancelling a Fixed Term membership that has been paid in advance will incur a cancellation fee. We will refund 50% of the unused membership value to your bank account within 7 days of cancellation.

If your membership is Ongoing and you would like to terminate your membership, we require at least 7 days notice via email to [onthemovetemora@outlook.com](mailto:onthemovetemora@outlook.com). Alternatively please see a staff member at reception during staffed hours.

## **9. Hygiene**

Please consider others, and ensure you are using the disinfectant spray located at various locations around the facility to clean all mats and equipment after use. Washable cloths are located on the end of the reception desk. Please place them in the laundry basket after use. We recommend bringing a towel for your workout.

## **10. Equipment Misuse & Damages**

You must return all equipment including bars, plates and dumbbells to their racks after use. Failure to do so may result in a 7 day suspension of your membership. You and/or your parent/guardian will be required to pay for any damages or injuries that occur to equipment or yourself due to misuse or abuse.

## **11. Group Fitness Classes / Personal Training**

All group fitness classes and personal training sessions will need to be paid for separately as these will no longer be a part of memberships. We welcome your enquiries regarding group fitness classes and personal training, and will provide contact details for our recommended trainers or instructors.

## **12. Behaviour, Complaints & Feedback**

We will not tolerate inappropriate behaviour such as harassment, intimidation, explicit language or illegal substance use or distribution. Please forward any complaints in writing to [onthemovetemora@outlook.com](mailto:onthemovetemora@outlook.com). Written complaints made against you will be investigated, and may result in suspension or cancellation of your membership.

We take all feedback and suggestions seriously. You may leave feedback anonymously in the mailbox or suggestion boxes located at the front of the building or in the bathroom amenities. Any other concerns or queries can be discussed with a staff member at reception.

## **13. Security Cameras / Emergencies**

Video cameras are located throughout the building (excluding bathrooms). Although these are monitored, they do not guarantee against harm or theft.

Emergency evacuation plans are displayed throughout the building. Please familiarise yourself with these. In case of an emergency during unstaffed hours, please contact 000 or 0269731269.

#### 14. Changes To Terms and Conditions, Staffed Hours & Membership Fees

We will do our best to provide as much notice as possible in relation to any changes to our terms and conditions, staffed hours and membership fees. This may be done via social media, email or SMS. Updated copies of these changes will be displayed on the gym noticeboard.

#### 15. Restricted Areas

Please do not enter any of the following areas: reception desk, storeroom, office, laundry facilities, massage and beauty rooms, pool.

#### 16. Squash Courts

Your membership includes free use of the squash courts, including rackets and squash balls.

#### 17. Children

Children must be supervised by a responsible adult at all times while in the gym. Children are NOT allowed on equipment under any circumstances. We ask that you keep children in the kids play area at all times. We understand children may want to run around, however it is an unsafe environment and can be very irritating to other members.

Please monitor the volume and behaviour of your children ensuring they do not interfere or cause distraction and irritation to other members or clients within the facility.

Food and drinks are not allowed in the kids play area – please consider that other children may have food allergies/intolerances. Please tidy the area in which your child was playing before leaving the gym.

#### 18. Lock Up Procedure During Unstaffed Hours

If you are the last member to leave the building, please turn off air conditioners, fans and the stereo. Please also ensure the lights are turned off. Light switches are located on the wall near the ladies toilets, and at the front door of the building.

Lights in the rear shed are motion sensed. Please do not touch the switches as they are automatic. If any of these lights are not working, please contact management on 0269731269.

\* I/we have read through this form including the attachments in full before signing.

\* I/we have completed a Pre Activity Medical Questionnaire.

\* By signing here, I/we agree to be bound by the terms of this agreement

\* I understand that On The Move Health & Fitness has the right to refuse entry, ask me to leave or cancel my membership without notice or refund. I will not hold On The Move Health & Fitness or any of its staff or contractors liable for any injury, loss, damage or death caused to me or my property whether caused by negligence, omission, or breach of contract in any way whatsoever.

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Parent / guardian if member under 18 years of age*

**Name:** \_\_\_\_\_

**Relationship to Member:** \_\_\_\_\_

**Signature:** \_\_\_\_\_