



MEMBERSHIP\VISIT PASS
APPLICATION

Customer Number _____ (office use only)

Surname _____ First Name _____

Membership

Full Centre

- Adult Concession Family
 3 months 12 months Direct Debit (min term) Direct Debit (no min term)

Gym Plus

- Adult Concession
 3 months 12 months Direct Debit (min term) Direct Debit (no min term)

Group Exercise

- Adult Concession
 3 months 12 months Direct Debit (min term) Direct Debit (no min term)

Aquatic

- Adult Concession Family Child
 3 months 12 months Direct Debit (min term) Direct Debit (no min term)

Living Longer Living Stronger

- 1 month Direct Debit (no min term)

Visit Pass

Visit Pass - Aquatic

- 20 Visits 50 Visits
 Adult Concession Family Child

Visit Pass - Multi Pass (Gym and Group Exercise)

- 10 Visits
 Adult Concession

MEMBERSHIP SIGN UPS

Overview of Terms and Conditions

Term Memberships: Suspensions – Members wishing to suspend their membership must provide a written application to the Manager of the Centre. Suspensions available are for a one of period of up to 7 days for 3 month term memberships and 28 days for 12 month term memberships in a calendar year. No suspension period is offered for Living Longer Living Stronger memberships.

Direct Debit:

No Minimum and Minimum Term Memberships

Payments - Direct Debit members will be required to pay a pro rata amount calculated to the 4th day of the next month. Monthly payments are deducted on the 5th day of the month (or next business day if the 5th falls on a weekend or public holiday).

Suspensions - Members wishing to suspend their membership must provide a written application to the Manager of the Centre. Suspensions are available for a one off period up to 28 days per calendar year.

Cancellations - Direct Debit memberships are ongoing until a cancellation request is received in writing. The no minimum term condition applies only after the first direct debit payment is received. Cancellations requests must be received in writing no less than 5 business days prior to the 5th day of the month

ADDITIONAL Terms and Conditions for MINIMUM Term Memberships

Payments - Direct Debit (minimum term) members will be required to pay a joining fee. Direct Debit payments will continue beyond the minimum term until a cancellation request is received in writing.

Cancellations - Direct Debit payments will continue beyond the minimum term until a cancellation request is received in writing. The minimum term for this membership type is 12 months. Cancellations prior to the initial 12 months may incur a cancellation fee unless they are supported by either a medical certificate or written explanation of extenuating circumstances.

Visit Pass:

Expiry Dates – Visit Passes are valid for a period of 12 months from initial purchase date.

Authorisation

I hereby agree to abide by the rules/regulations and terms/conditions of the Hamilton Indoor Leisure and Aquatic Centre and agree to pay the appropriate membership fee.

I have read and understand the terms and conditions of my membership and acknowledge my membership is non-transferable and fees are subject to change. The Hamilton Indoor Leisure and Aquatic Centre management reserves the right to rescind the rights of members not complying with the conditions of the membership.

I have received a full copy of the Terms and Conditions.

Customer's Signature..... **Date**.....

Office Use

- All required fields on membership and customer enrolment forms have been completed.
- Direct Debit details completed (if applicable).
- Copy of approved concession card attached
- All forms have been dated stamped and initialled.
- Terms and Conditions explained
- Copy of Full Terms and Conditions given to member.
- New Member pack handed out.
- Membership card printed and given to member.
- Procedures explained (entering facility eg, gym, pool, group exercise).
- Watch Around Water guidelines explained

I have explained all relevant membership conditions and procedures and have handed out all membership material as stated above.

Staff Member: _____ **Date:** _____

Membership Terms and Conditions

Term Memberships

Payments

Term memberships are available for 3 and 12 month periods only. Living Longer Living Stronger is available for 1 month. Payment must be made in full on application.

Suspensions – Members wishing to suspend their membership must provide a written application to the Operations Coordinator of the Centre. Suspensions available are for a one of period of up to 7 days for 3 month term memberships and 28 days for 12 month term memberships in a calendar year. No suspension period is offered for Living Longer Living Stronger memberships. Suspension beyond 7 or 28 days due to medical reasons (provided that a medical certificate is submitted) or for other extenuating circumstances will also be considered.

Extensions

Extensions to expiry dates will only be considered upon written request to the Operations Coordinator of the Centre. Medical reasons must be supported by a medical certificate. Other extenuating circumstances may also be considered.

Cancellation/Refunds Members must submit a written application, supported by either a medical certificate or an explanation of extenuating circumstances' to request a refund. Refunds that are approved will be calculated from the date the application is received and based on a pro rata rate for the unused portion of the membership

* see below for additional terms

Direct Debit Memberships - Minimum term

Payments

Direct Debit (minimum term) members will be required to pay a joining fee and a monthly payment calculated to the 4th day of the next month at the pro rata amount. Monthly payments are deducted on the 5th day of the month (or next business day) with all payments made in advance from a nominated account. It is the member's responsibility to ensure sufficient funds are available. If the amount debited is returned unpaid, members will be liable to pay the full amount and any bank related charges. An administration fee may also apply. Direct Debit payments will continue beyond the minimum term until a cancellation request is received in writing.

Suspensions

Members wishing to suspend their membership must provide a written application to the Operations Coordinator of the Centre. Suspensions are available for a one off period up to 28 days per calendar year. Suspensions beyond 28 days due to medical reasons (provided that a medical certificate is submitted) or for other extenuating circumstances will also be considered.

Cancellations

Direct Debit payments will continue beyond the minimum term until a cancellation request is received in writing. The minimum term for this membership type is 12 months. Cancellations prior to the initial 12 months may incur a cancellation fee unless they are supported by either a medical certificate or written explanation of extenuating circumstances. Cancellations must be received in writing no less than 5th day of the month.

* see below for additional terms

Direct Debit Memberships - No Minimum term

Payments

Direct Debit (no minimum term) members will be required to pay a monthly payment calculated to the 4th day of the next month at the pro rata amount. Monthly payments are deducted on the 5th day of the month (or next business day) with all payments made in advance from a nominated account. It is the member's responsibility to ensure sufficient funds are available. If the amount debited is returned unpaid, members will be liable to pay the full amount and any bank related charges. An administration fee may also apply.

Suspensions

Members wishing to suspend their membership must provide a written application to the Operations Coordinator of the Centre. Suspensions are available for a one off period up to 28 days per calendar year. Suspensions beyond 28 days due to medical reasons (provided that a medical certificate is submitted) or for other extenuating circumstances will also be considered.

Cancellations

Direct Debit memberships are ongoing until a cancellation request is received in writing. The no minimum term condition applies only after the first direct debit payment is received. No cancellation fees apply but cancellations requests must be received in writing no less than 5th day of the month.

* see below for additional terms

Additional conditions

- * **Cooling Off Period** - All members are entitled to trial the Centre for a period of 7 days after the purchase of their membership. During this time, members may choose to withdraw without cost.
- * **Lost Cards** - All members must present their card upon entry. Members must notify Reception if the card has been lost or misplaced. A replacement card will be issued and a fee payable.
- * **Changes to Membership Details** – The Centre must be notified of any changes to contact details, address or bank accounts. Any alterations must be made and signed in person at Reception to ensure confidentiality of account details and accuracy of records.
- * **Regulations** - Management reserves the right to suspend or expel any member/patron for failing to comply with the Centres rules, for improper conduct, or conduct detrimental to the safety and best interests of the Hamilton Indoor Leisure & Aquatic Centre. Smoking is prohibited in all areas of the Centre.

Visit Pass Terms and Conditions

Expiry Dates – Visit Passes are valid for a period of 12 months from initial purchase date. No cash refunds will be given on unused visits but the value may be transferred if upgrading to a membership. Extensions to expiry dates will only be considered if a request in writing is made to the Operations Coordinator of the Hamilton Indoor Leisure and Aquatic Centre stating exceptional circumstances or medical reasons (a medical certificate must be supplied).

Watch Around Water Guidelines

This centre is an accredited **Watch Around Water** facility meaning there are guidelines that must be followed while visiting:

Children Under 5 – must be constantly supervised and remain within arms reach. If the child is in the water, the parent/guardian must be in the water too.

Children Under 10 – must be accompanied into the facility and constantly supervised by a parent/guardian. **The parent/guardian must have a clear view of the child at all times.**

Unsupervised children (of any age) will be removed from the water if the lifeguard is concerned for their safety.