

**Personal
Details**

Name:

Phone:

Member Number:

**Membership
Details**

Adult Pass
 Child Pass
 Concession Pass
 Family Pass
 1 Month Pass
 12 Month Pass
 Direct Debit Membership

Date next debit due:

**Membership
Suspension**

I understand that my membership may be placed on hold for a maximum of 6 weeks per calendar year. An administration fee applies as per Council's adopted fees and charges for each hold requested, irrespective of the duration of the hold. I cannot place my membership hold if the membership is less than one month old.

In the case of a medical reason, a doctor's certificate will be provided with this form and is subject to Management approval.

Suspension dates from : to:

Reason for suspension:

Signature: Date:

**Membership
Cancellation**

Two weeks' notice minimum requirement for cancellations. Membership's cannot be cancelled if membership is less than one month old.

In the case of a medical reason, a doctor's certificate will be provided with this form and is subject to Management approval.

Reason for cancellation:

Cancellation effective from: Medical certificate supplied (if required)

**For Office
Use Only**

Leisure & Aquatic Centre: Birrong
 Canterbury
 Max Parker
 Roselands
 Wran

Staff Name: Date accepted:

Processed by:

Staff Name: Signature:

Position: Processed date:

1. There is a 7-day cooling off period that begins on the day your membership contract is signed, during which you can terminate your membership by providing notice in writing to the place where you purchased the membership. You are entitled to a refund for any unused membership fees paid minus an administration charge as per Council's adopted fees and charges. Memberships are not refundable after the 7-day cooling off period. Multi-visit passes are not refundable after purchase unless there is a medical reason and a doctor's certificate is supplied. In this instance a refund will be given for the unused portion of the membership or multi-visit pass, minus an administration charge as per Council's adopted fees and charges.
2. Payment for all membership and multi-visit passes must be made upfront, Direct debit is also an option and is currently only available at Canterbury Leisure & Aquatic Centre. If the request to make a direct debit is declined for any reason you will incur an unsuccessful direct debit fee as per Council's adopted fees and charges.
3. All multi-visit passes are valid for 24 months from the date of purchase.
4. Memberships may be placed on hold for a maximum of 6 weeks per calendar year. An administration fee applies as per Council's adopted fees and charges for each hold requested, irrespective of the duration of the hold. A membership cannot be placed on hold if the membership is less than one month old. In the case of a medical reason, a doctor's certificate will be provided with a membership suspension form and is subject to Management approval.
5. Membership cancellation policy: You must provide 14 days written notice for membership cancellations. In the case of a medical reason, a doctor's certificate must be provided as soon as practicable to the Centre in which you purchased membership for Management approval.
6. Fixed term and on-going memberships: If your membership is for a Fixed Term, you do not need to do anything, as it will automatically end when the Minimum Term expires. We will seek to remind you before the end of your membership in these circumstances in order that we can discuss renewal of your membership.

If your membership is ongoing and you have not told us that you wish your membership to end at the expiry of the Minimum Term, you can terminate any time after the end of the Minimum Term by giving us 14 days prior written notice.

7. Council reviews fees and charges on an annual basis in line with Local Government Legislation, once these fees are adopted, they will become effective on 1 July each year. Refer to the Leisure & Aquatic Centre Pricings guide located on the www.cbccity.nsw.gov.au website for the current applicable membership and multi-visit pass fees and charges. In certain circumstances, Council reserves the right, to vary, add or eliminate its membership and multi-visit pass inclusions where applicable and/ or the facilities or services it provides at its Leisure & Aquatic Centres.
8. All membership and multi-visit passes are transferable across all Canterbury Bankstown Councils Leisure & Aquatic Centres (Birrong, Canterbury, Max Parker, Roselands and Wran). Memberships can only be used by the card owner and are not transferable, however multi-visit passes can be shared.
9. Memberships and multi-visit passes provide access to facilities for recreational use only. They do not provide access to any programming or events, including but not limited to; swim school, swimming carnivals, court hire, water polo or school entry.
10. Proof of student/concession status is required when applying or renewing student/concession memberships or multi-visit passes. This proof must be by way of current student/concession photo identification. Failure to provide evidence could result in refusal of entry into the facility.
11. All membership and multi-visit pass holders must provide their card for admittance to the centre and admittance may be refused where the holder fails to do so. A fee applies for lost or stolen cards.
12. The City of Canterbury Bankstown Council reserves the right to refuse entry, cancel a membership or multi-visit pass, request a

customer leave the premises and refuse a refund; if that person does not comply with conditions of entry or centre rules. This includes but not limited to; threatening staff or other customers or predatory behaviour.

13. You indemnify Council for any loss suffered by Council as a result of your acts or omissions whilst present at a Centre and, you indemnify Council for any damage you cause to either Council, property or third parties whilst present in the centre

HEALTH AND SAFETY

14. Some activities patrons may participate in while in the centres may have inherent risks. To the full extent permitted by law, you release the centre and Council from any liability for any injury, illness or death, or costs associated to any person whilst in the centre, whether due to an inherent risk or otherwise, save to the extent that the liability arises due to the negligence of Council.
15. ALL members MUST complete a pre-activity questionnaire prior to their first visit and/or if there are any changes to your Physical or mental health throughout the time you hold a membership or seek to use a multi-visit pass with any of our Centres. We may choose to suspend your membership agreement or multi-visit pass until; - your doctor agrees in writing that you are fit to exercise - you provide evidence that you have received medical advice on an appropriate exercise program
16. You must wear suitable work-out-wear and suitable sports sneakers in all exercise areas, except during Yoga, Pilates or wet areas.
17. In the interest of public safety, whilst using our health and wellness areas of the facility, you MUST always have two towels with you: A clean beach sized towel to place on equipment, including steps and exercise mats along with a clean fitness sized towel for personal use such as managing perspiration. We have a strict 'No Towel - No Train' policy. Towels can be purchased from Reception.
18. You MUST use the antibacterial wipes provided to wipe down all equipment before and after use.

MEETING OUR MINIMUM AGE

19. If you are under 16 your parent must be present to sign your membership form and pre-exercise questionnaire. 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 all membership/multi pass and centre Terms & Conditions.
20. If you are 15 -16 years you are not permitted to use weights equipment. You are permitted to use: cardiovascular equipment, participate in water-based fitness classes and group fitness classes that do not use weights equipment.
21. If you are 16 to 17 years, you may participate in unsupervised resistance training once a qualified staff member has assessed your pre-exercise questionnaire and supervised an initial resistance training program for you.

VIDEO MONITORING

22. You hereby grant Canterbury Bankstown Leisure and Aquatic Centres, its representatives, employees, or agents the right to take photographs and video footage of you and your property while at any of our Leisure and Aquatic Centres and to use and publish these photos or videos in print and/or electronically. Members understand that we may use these photos in postings on various media, including but not limited to, print, TV, radio, electronic, cable, social media, or World Wide Web, without further limitation, restriction, compensation, notice, review, or approval. Members consent to these uses as part of their membership and release the Canterbury Bankstown Leisure and Aquatic Centres from any legal claims concerning these photos or videos. If you have any queries in relation to the use of monitors operating in and around our facilities, please speak with the Site Manager.