**Terms and Conditions and Gym Code**

**Membership Types:**

1. **GYM ONLY Membership:**
   * This membership is a rolling contract ongoing until cancellation.
   * Cancellation requires members to provide 28 days' written notice.
   * Monthly charges are deducted from your chosen bank account or credit card.
   * Members can use the gym during regular gym hours alone or with one of our Trainers.
   * Access to group classes or Small Group Personal Trainer is not included.
   * 5% Discount on Squash Courts.
   * 5% Discount at The Racquet Club.
2. **Classes and GYM Membership:**
   * Minimum 1-month contract.
   * Access to all Group classes.
   * Members can use the gym during regular gym hours alone or with one of our Trainers.
   * This membership is a rolling contract ongoing until cancellation.
   * Cancellation requires members to provide 28 days' written notice.
   * Members cannot access Small Group Personal Trainer.
   * 5% Discount on Squash Courts.
   * 5% Discount at The Racquet Club.
3. **Small Group PT (SGPT) Membership:**
   * This cost-effective option offers personalised attention in a SGPT of up to a maximum of 4 people per session. SGPT will be arranged according to each person’s needs, to work together with people with similar goals and ambitions suggested by our Elanora Fitness trainers.
   * Sessions will be fixed training days and times.

Note – The number of SGPT sessions will be increased over the next 6-12 months as we expect these classes to expand fast.

* + Missed sessions can be made up within the same month, subject to availability.
  + Cancellations with less than 24 hours’ notice or no-shows result in session forfeit.
  + Minimum 1-month contract.
  + Access to all classes included.
  + Members can use the gym during regular gym hours alone or with one of our Trainers.
  + This membership is a rolling contract ongoing until cancellation.
  + Cancellation requires members to provide 28 days' written notice.
  + 10% Discount on Squash Courts.
  + 10% Discount at The Racquet Club.

1. **PT ONLY MEMBERSHIP:**
   * Minimum 1-month contract.
   * Access to the gym during your PT hours only.
   * This membership is a rolling contract ongoing until cancellation.
   * Cancellation requires members to provide 28 days' written notice.
   * Members can only access the gym during PT hours, group classes, or Small Group Personal Trainer.

**Conditions for Minors (Under 18):**

**Aged 14:**

* Membership permitted with the consent and signature of the minor's parent/legal guardian.
* Access permitted during staffed hours only, and minors must be accompanied by a parent, legal guardian, or qualified personal trainer.
* Permitted usage includes non-weight-based group fitness, cardio equipment, other equipment prescribed by a medical or exercise professional, and programs developed for minors (subject to program-specific age and supervision policies).

**Aged 15, 16, and 17:**

* Membership permitted with the consent and signature of the minor's parent or legal guardian.
* Minors can access the club independently during staffed hours only.
* Permitted usage includes all group fitness classes, challenges, weight-based equipment, cardio equipment, and programs (subject to program-specific age policies).

**Payment of Membership Fees:**

* Membership fees are paid in advance each month through direct debit from a bank account or credit card.
* Initial payment is prorated based on the start date.
* Regular fortnightly fees apply thereafter.

**Direct Debit Process:**

* Debit dates are preset for all members.
* Surcharge applies for credit card payments.
* Ensure your account can accept direct debits.
* Maintain sufficient funds on payment days.
* Notify us of account transfers or closures two weeks in advance.
* Update credit card details two weeks before the next direct debit.

**Payment Default:**

* Non-payment results in suspension of club access.
* Late payment fee of $15 for failed payments.
* Outstanding debts must be settled before regaining access.
* Default may lead to debt collection.

**Amendment of Agreement:**

* Members receive at least 28 days' notice of changes.
* Temporary suspensions may offer complimentary time freeze.

**Cancellation:**

* Cancellation requests must be submitted in writing.
* A 28-day notice period is required unless due to medical reasons (with supporting evidence).
* Membership payments cannot be frozen during the notice period.
* If a member decides to cancel his/her membership, they are not permitted to re-join the membership until 6 months later, unless they’re forced to cancel for exceptional circumstances as discussed with our team. The previous member can re-join at our gym at our casual rate for the 6 months if they wish.

**Cancellation by the Gym:**

* The gym may cancel memberships if obligations are not met.

**Fee Increases:**

* Annual fee increases by 2% to adjust for inflation.
* Members are notified at least 28 days in advance.

**Pricing:**

* Prices are detailed on membership forms and the Elanora Fitness website.
* The gym reserves the right to change prices with 28 days' notice.

**Freezing Membership Payments:**

* Members can freeze memberships for 1 to 4 weeks per calendar year.
* Ensure all fees are current before requesting a freeze.
* Time freezes cannot be backdated.

**Key Tag Usage:**

* Access tags are provided to members.
* Tags are required for gym entry.
* Tags are non-transferable.
* Replacement cost for lost or damaged tags is $10.

**Health Declaration:**

* Members affirm good physical condition and absence of health risks.

**Seeking Expert Advice:**

* Seek expert advice before starting an exercise program if in doubt.

**Health Risks Notification:**

* Notify the gym in writing if any activities pose health risks.

**Infections and Illnesses:**

* Do not use gym facilities when ill or contagious.
* Follow gym hygiene protocols.

**Gym Code:**

* Follow all posted signs and handouts.
* Properly use equipment and adjust settings.
* Report equipment damage.
* Maintain hygiene standards.
* Follow time limits on equipment.
* Minimize phone usage.
* Wipe and store equipment after use.
* Bring your mat, towel, and water bottle.

**Attire and Booking:**

* Wear appropriate clothes and shoes.
* Book classes or training sessions online.

**Guest Policy:**

* Guests are allowed during staffed hours for a fee.
* Guests must be at least 14 years old.
* Guests must complete a pre-exercise questionnaire.

**Refusal of Entry and Warning:**

* Entry may be refused for unreasonable behaviour.
* Warnings may precede membership cancellation.

**Instant Cancellation:**

* Membership may be cancelled immediately for inappropriate severe behaviour.

**Booking for Classes and Training:**

* Use the gym's app (Gym Master) for class and training bookings.

Thank you for choosing Elanora Fitness. We value your commitment to a healthy lifestyle.