

Everyone at Balance Collective must play by the Rules. The Rules aren't just any old rules – they're part of your Balance Collective Membership Contract.

Please take a moment to get familiar with how we provide a safe gym environment.

WHO SHOULD PLAY BY THE RULES?

The Balance Collective's team, Balance Collective Members (referred to as "Members" throughout these Rules) and their guests (together known as "you").

WHY?

So we can maintain Health Club standards and ensure you have a good time at our Health Clubs.

PLAYING FAIR

Non-compliance with our Health Club Rules may result in us asking you to leave the Health Club, denying you Health Club access, or (if it's really serious) membership termination.

We will of course be fair when applying our Rules (which we'll do at our discretion). We will consistently apply our Rules so that everyone can work out in a safe and comfortable environment.

THE ODD CHANGE

We may change these Rules occasionally. When this happens, we'll let you know in advance by popping a notice on Health Club display boards and by updating our website (www.balancecollective.com.au).

Please be sure to keep an eye out for any changes.

THE BUSINESS END OF THINGS**FROM THE GET-GO**

1. Talk to your doctor before starting a new fitness program or using our Health Club facilities.
2. All members and guests must fill in a Pre-Activity Questionnaire before using Health Club facilities.

MEMBERSHIP

3. Every time you enter our Health Clubs please present your membership card at reception.
4. No-one else may use your card.
5. If your card is lost or stolen, you'll need to organise a new one and pay the replacement fee (set out on the current Health Club price list for your Health Club).
6. If your membership fees aren't up to date, or your membership is frozen, suspended or terminated, Health Club access will be denied.
7. On termination of a 24/7 membership, please return your 24/7 access entry tag (FOB) to your home club.
8. If we terminate your membership, you will no longer be eligible for membership of any Balance Collective facility.

IF YOU BRING A FRIEND

9. At our discretion, adult members may bring adult guests to our Health Club by paying the guest fee set out in the current Health Club price list.
10. Guests must play by these Health Club Rules.
11. You must accompany guests at all times, be responsible for their behaviour and make sure that they play by these Rules. Please don't leave our Health Clubs prior to your guest's departure.
12. You may not access our Health Clubs as a guest if your membership is frozen.

GENERAL CLUB USE

13. We'll post opening and closing times on Health Club display boards and our website (www.balancecollective.com.au)
14. Don't bring alcohol or illegal drugs into our Health Clubs.
15. If you bring in food from outside the Health Club, please don't consume it inside our Health Clubs.
16. You may bring guide dogs into our Health Clubs.
17. Don't use the Health Club facilities while under the influence of alcohol, anticoagulants, antihistamines, beta blockers, narcotics, or tranquillisers.
18. Don't smoke inside our Health Clubs.
19. Please leave the Health Club punctually at closing time.
20. Unless we give the OK, please don't take photographs or sell any product or service to our members or guests.
21. You'll need to pay for any loss or damage caused by you, your junior members or guests while in the Health Club.
22. We may provide trial access to our Health Clubs for potential members and other people.

EQUIPMENT AND ON THE TRAINING FLOOR

23. We strongly advise that before undertaking of any form of Physical Activity that you complete an initial assessment. This can be booked at your home club.
24. Use equipment for its intended purpose. Follow the instructions provided, and ask for help if you need it.
25. No food or bags on the training floor.
26. Drinks are OK containing water or sports drinks, however we ask that you do not bring glass bottles.
27. Please think of other people by replacing weights and equipment after use.
28. A towel must be used on all equipment and on the training floor at all times. (Please wipe down equipment after use).

CLASSES

29. Some group exercise classes may need to be pre-booked or may have maximum head counts. Timetables and instructors may change without notice too. We will post the details on Health Club display boards and website (www.balancecollective.com.au).
30. If you're more than 5 minutes late for a group exercise class you may not be able to join in. So please arrive a few minutes early.
31. It is important to participate in the warm up and cool down component of each class to minimise the risk of injury and save disruption to the class.
32. If an Instructor feels that a class is overcrowded, he or she may limit the number of attendees.
33. Please follow all instructions given by our friendly class instructors.
34. When you participate in classes, it is at your understanding that you possess the fitness level and ability to complete the requirements delivered to you by your fitness instructor.

WHAT (NOT) TO WEAR

35. Suitable exercise gear must be worn at all times in our Health Clubs. For example t-shirts/tops and closed footwear must be worn (unless you're in the change room, pool or recovery area).
36. If you're unsure of what to wear, ask a Balance Collective team member.

LOCKERS, CHANGEROOMS AND YOUR BELONGINGS

37. Lockers are available to store your gear while using the Health Club (if they're not all full). We can't guarantee that the use of a locker will stop theft or damage to your stuff from occurring.
38. Lockers may only be used for the usual suspects - like gym kits, toiletries and the clothes you have on when you arrive at our Health Clubs. Don't keep anything else in your locker. If we have reasonable grounds for suspecting that a locker is being used for something else, we reserve the right to open it and remove any offending items.
39. Lockers are available for use only while you're on a Health Club's premises. Any gear left in lockers overnight will be removed. (If it's not collected in one month, we'll donate it to charity).
40. Only one person can be in a shower cubicle at any one time (with the exception of parents or guardians, who may accompany their own children aged up to 6 years).
41. All children up to 15 years must be accompanied by a parent or adult carer when using the change rooms. Children under the age of 6 years may enter change rooms of the opposite sex. Children over the age of 6 may only enter change rooms of the same sex.

PARKING

42. Parking is only for members and guests while using Health Club facilities.
43. If any vehicle appears to be parked without our OK, we'll make an announcement to members. If we don't get a response, any unclaimed vehicles may be clamped, and a fee charged for their release. The clamping fee will be donated to a charity selected by Balance Collective.
44. We will not be liable for any loss, theft and/or damage to vehicles on Health Club premises or in any Balance Collective parking area, except where such loss, theft or damage has arisen from our breach of contract.

THE POOL

45. For health, safety and hygiene reasons you must always listen out and obey the instructions of our Balance Collective staff. Adults should always wear swimming cossies and babies must wear aqua nappies.
46. Be aware that lifeguards are not be on duty at any time.
47. Swimming caps are compulsory.
48. Please always shower before entering the swimming pool.
49. To ensure aqua classes are instructed in a safe environment, participant numbers are limited. Bookings are essential and can only be made on the day of the class. Aqua class bookings can be made and passes collected from reception on entry to the Aquatics Centre.
50. The swimming pool is not available to members or non members for "recreational" family swimming.
51. A casual swim is to utilise the swimming pool lanes, during the members available times. Please be prepared to share lanes with other members, swimming up the left hand side and down the right side.
52. Our Parent and Carers Information Booklet for all rules regarding our swim programs is available at the Swim Reception and on our website (www.balancecollective.com.au).

CRÈCHE

53. For all rules regarding our crèche program, please see any Balance Reception where crèche is available and on our website (www.balancecollective.com.au).

STEAM ROOM

54. Please:
 - always shower before entering the swimming pool or steam room;
 - sit on a towel when using the steam room;
 - never shave in the steam room;
 - don't use oils, creams or cosmetic products in the steam room; and
 - don't attempt to dry clothing in the steam room (it's a serious fire hazard).
55. Steam room users must be at least 18 years old. Use the sauna in moderation, and take heed of any relevant medical advice.
56. Pregnant women should avoid using the steam room.
57. How long you stay in the steam room is of personal choice. If at any time you feel uncomfortable, you should leave the steam room. We advise not to exceed 20 to 30 minutes at a time.

PERSONAL TRAINING

58. Only Balance Collective fitness professionals and its approved contractors can provide personal training in our Health Clubs. Please don't bring your own trainer into our Health Clubs.

SAFETY

59. Don't mess around with fire doors or fire exits.
60. Please follow any health and safety notices displayed in our Health Clubs.
61. In an emergency or when an announcement is made, follow the Health Club staff's instructions at all times.

JUNIOR MEMBERS

62. Junior Members must play by these Health Club Rules.
63. Age restrictions may apply to our toddler/junior membership categories, and to the use of certain areas and activities in the Health Club, specifically:
 - Toddlers are 0 – 2 years old;
 - Juniors are 3 to 15 years old;
 - Youths are 16 to 17 years old;
 - Adults are 18+ years old.
64. Juniors and toddlers must always be supervised by an adult or a legal guardian.

LAST BUT NOT LEAST

65. Balance Collective may occasionally take photographs/ images of the Health Club and its facilities (including members). We'll try our best to get your OK beforehand (so you can glam up) but this may not always be possible. We reserve the right to use these photographs/images for commercial purposes without payment.
66. Health Club price lists will change from time to time.
67. We reserve absolute discretion when approving Health Club membership applications.
68. Always respect other Health Club members, including juniors, guests and our staff. Please use the Health Club in a way that doesn't disturb, detract or impair anyone's experience.