

Membership Terms & Conditions - Form A2010

General – All Memberships

Definitions

In these Membership Terms & Conditions;

- “Immediate family” means a husband/wife/partner and/or dependent children 17 years and under residing at the same residential address.
- “Maroondah Leisure” means Maroondah City Council.
- “Concession memberships” (where applicable) are only available to cardholders with a valid Centrelink Health Care Card, valid Centrelink Pensioner Concession Card or valid Department of Veterans Affairs Pension Card. Cards must remain current during the membership.

Venue Access

The memberships do not offer any preferential booking arrangements or guarantee venue access for members. All access is subject to availability.

Financial Commitments

Ongoing Memberships

Unless specified, all ongoing memberships are for a minimum period from the date of joining as outlined on the membership form. Any member cancelling their membership before the completion of the minimum agreed term will be required to pay a cancellation fee as noted on the form. Any period of suspension granted during the minimum term will be added to the minimum number of months the member is required to complete.

After the period, ongoing memberships automatically continue on a month-by-month basis until the membership is actively cancelled.

Members who do not wish to continue on with their membership after the period are required to give Maroondah Leisure 30 days' notice, in writing, of their intention to cancel their membership. Please email: memberships@maroondah.vic.gov.au or write to Croydon Leisure & Aquatic Centre, PO Box 156 Ringwood Vic 3134 or fax to (03) 9294 5515.

There will be no increase in membership fees for ongoing memberships during the minimum period. After the minimum period, Maroondah Leisure will increase membership fees inline with the corresponding membership type as outlined in the current membership rates table.

Before increasing the ongoing membership fees, Maroondah Leisure will give members a minimum of 30 days' notice of its intention to increase the membership fees. Maroondah Leisure reserves the right to cancel any membership or classes of memberships and alter the terms and conditions of membership at its absolute discretion.

Fixed Term Memberships

There will be no refund on fixed term memberships.

Code Of Conduct

All members must abide by the Maroondah Leisure Code of Conduct.

Membership Cards

Membership cards remain the property of Maroondah Leisure and must be returned to Maroondah Leisure upon request. Membership cards are not transferable. Members must present their own membership card to the venue reception for recording prior to participation at any venue. Failure to produce a valid membership card will result in the normal public access fees being charged. Lost or defaced cards are to be replaced immediately. Replacement cards will incur a replacement fee.

Bookings

Normal booking conditions apply at each venue. Any member booking for an activity and not honoring the booking will be charged the appropriate casual fee. The outstanding fee must be paid prior to a member being allowed to make any further visits to our facilities.

Crèche Facilities

The crèche facilities available at the Croydon Leisure & Aquatic Centre and the Maroondah Indoor Sports Centre are not part of any membership entitlements and a separate charge for use will apply. The hours of operation, fees charged and operating conditions may vary at Maroondah Leisure's discretion.

Membership Suspensions

Members may suspend their membership for a maximum of three months in any twelve month period. This period will be pro rata for fixed term memberships less than 12 months. The minimum suspension period is two weeks and a \$10 per month (or part of the month) suspension fee is payable.

Suspensions will be allowed for extended (two weeks minimum) sickness, injury or a medical condition if a valid medical certificate is produced at the time of the requested suspension. Members requiring extensions to suspensions for medical reasons must request an extension in writing; otherwise normal monthly membership payments will commence after the initial suspension period. Medical certificates produced after the requested period of suspension or backdated will not be recognised. No fee is payable for suspensions occasioned by extended sickness, injury or a medical condition.

Membership Usage Entitlements – Individual, Family & 50's Plus

The following membership usage entitlements apply at the following venues:

Croydon Leisure & Aquatic Centre dry activities

- Unlimited use of the Gymnasium (for members over the age of 11 years) during public access times. Members aged 11 to 15 years must be accompanied by a parent or guardian. All members using the Gymnasium are advised to undergo an orientation session and have regular fitness tests.
- Unlimited attendance at Group Fitness classes as advertised in the timetable. Note - excludes some specialist sessions as noted on the timetables.
- Unlimited attendance at the Silvers Senior Sport program.
- Unlimited access to squash and tennis courts. Normal booking arrangements apply and hire equipment is not included. Playing partners (unless they are members) are not covered and must pay a fee.
- Members may play in as many in-house netball teams as they wish. The membership covers their portion of the team fee payable to the Croydon Leisure & Aquatic Centre. The membership does not cover any club, insurance or affiliation fees.
- Eligible family members enrolled in the Family Membership scheme, aged between 2 – 12 years, may participate in the term based gymnastics program if not participating in term based swimming lessons for that term. An additional nominal fee per person is payable and the membership must remain current during the term. Gymnastics lessons are for a maximum of 1 hour in any given week. Additional hours must be paid for at standard applicable rates.

Aquatic activities at Croydon Leisure & Aquatic Centre, Ringwood Aquatic Centre & Croydon Memorial Pool (seasonal opening only)

- Unlimited casual use of all pools during public access times.
- Unlimited access to the Aqua Aerobics classes as advertised in the timetables. Note - excludes some specialist sessions as noted on the timetable.
- The membership does not cover access for any professionally supervised individual or group sessions in the pools.
- Unlimited use of the spa, sauna and aqua inflatables during public access times.
- Family members enrolled in the Family Membership scheme, under the age of 15 years, may participate in the term based swimming program if not participating in term based gymnastics lessons for that term. An additional nominal fee per person is payable and the membership must remain current during the term. Lessons are for a maximum of 1 class in any given week.

Ringwood & Dorset Golf Courses

- Family and Individual members are entitled to unlimited rounds of golf during public access times, seven days a week.
- 50's Plus members are entitled to unlimited rounds of golf during public access times six days a week (not Saturdays).
- Normal booking conditions apply. The membership does not cover any equipment hire. Playing partners (if not members) are not covered by the membership and must pay the applicable green fees.

Maroondah Indoor Sports Centre (M.I.S.C.)

- Members may play in as many in-house netball or basketball competitions as they wish. The membership covers their portion of the team fee payable to MISC and/or door entry at MISC, where applicable.
- Membership does not cover any affiliation, insurance or club membership fees.
- The membership does not cover any school holiday or learn to play term programs.

Croydon Leisure & Aquatic Centre Memberships

- The Membership provides an assessment and personalised program
- Unlimited use of the Gymnasium (for members over the age of 11 years) during public access times. Members aged 11 to 15 years must be accompanied by a parent or guardian. All members using the Gymnasium are advised to undergo an orientation session and have regular fitness tests.
- Unlimited attendance at dry area Group Fitness classes as advertised in the timetable. Note - excludes some specialist sessions as noted on the timetable.
- Unlimited casual use of all pools during public access times.
- Unlimited access to the aqua aerobics classes as advertised in the timetable. Note - excludes some specialist sessions as noted on the timetable.
- Unlimited use of the spa & sauna during public access times.
- The membership does not cover access for any professionally supervised individual or group sessions in the Pools.

Verve for Women – Women only

- Membership of Verve for Women is limited to women only.
 - Members may attend Verve for Women for as many sessions as they wish during public access times.
 - Verve for Women membership also entitles members to unlimited casual use of all pools, spa and sauna located within the Croydon Leisure & Aquatic Centre.
- Group Fitness Classes are not included in the Verve Membership.

Living Longer Living Stronger Membership

- All memberships are subject to a satisfactory medical clearance.
- The membership provides an assessment and personalised program.
- The membership provides for three specialised, supervised gym sessions per week in accordance with the timetable.
- Members may utilise the Gymnasium for sessions outside of the specialised supervised sessions in accordance with the timetable. Maximum of three visits per week in total may be made including the supervised sessions.
- Sessions outside of the hours specified in the timetable incur an additional fee.

Membership Usage Entitlements – Aquatic Membership

Croydon Leisure & Aquatic Centre, Ringwood Aquatic Centre, Croydon Memorial Pool

- Unlimited casual use of all pools during public access times.
- Unlimited access to the Aqua Aerobics classes as advertised in the timetables. Note - excludes some specialist sessions as noted on the timetable.
- The membership does not cover access for any professionally supervised individual or group sessions in the pools.
- Unlimited use of the spas and saunas during public access times.

Membership Usage Entitlements – Golf Membership

Ringwood Golf Course & Dorset Golf Course

- Normal booking conditions apply. The membership does not cover any equipment hire. Playing partners (if not members) are not covered by the membership and must pay the applicable green fees.
- All golf memberships do not entitle members to any Golf Professional services, sessions or lessons

7 Day Access

- Members are entitled to unlimited rounds of golf during public access times, seven days a week.

5 Day Access

- Members are entitled to unlimited rounds of golf during public access times, Monday to Friday.

Juniors – 17 years of age or under

- Juniors under the age of 11 years must be accompanied by an adult when playing.
- Junior members are entitled to unlimited rounds of golf during public access times, Monday to Friday and after 1.00pm Saturday & Sunday.

Maroondah City Council is committed to the principals as prescribed by the information Privacy Act. The information on this form is being collected to ensure accurate enrolment and contact details. Your information will be accessed by Maroondah City Council staff. Your information will not otherwise be disclosed except as required by law. Maroondah City Council has appointed a Privacy Officer to assist in the implementation of the legislation in addition to handling any enquiries. Our Privacy Officer may be contacted on 1300 882233 or email: privacy@maroondah.vic.gov.au