

# Membership Terms & Conditions - Form O2011

## General – All Memberships

### Definitions

- In these membership Terms & Conditions, "Maroondah Leisure" means Maroondah City Council.
- For the purposes of qualifying for the Family Membership, "Family" simply refers to anyone you deem close enough to be considered part of your family. Whether they're your mum, dad, brother, sister, cousin, uncle, aunt, grandma, grandpa or simply your best friend or mate, as long as you consider them to be family then that's fine by us! Payments for a Family Membership must come from a single source.
- "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 and Maroondah Leisure reserves the right to check the validity of the card at any time. Any member who cannot present a valid card will automatically have their membership revert to the applicable full membership rate.

### 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 an early exit fee as noted on the form.

At the completion of the minimum membership period, as measured by the time since joining and regardless of whether the membership has been active or on suspension, ongoing memberships will automatically continue on a month-by-month basis until the membership is actively cancelled.

Members who do not wish to continue their membership, either before or after the completion of their minimum period, are required to complete and submit a cancellation form. Cancellation will take effect 30 days following the submission of a completed cancellation form. Cancellation forms can be completed in person at the Croydon Leisure & Aquatic Centre or alternatively, members can request a copy by emailing [memberships@maroondah.vic.gov.au](mailto:memberships@maroondah.vic.gov.au) or by writing to Croydon Leisure & Aquatic Centre, PO Box 156 Ringwood VIC 3134.

There will be no increase in membership fees for ongoing memberships during the minimum period. At the completion of the minimum period, as measured by the time since joining and regardless of whether the membership has been active or on suspension, Maroondah Leisure may increase membership fees in line with the corresponding membership type as outlined in the membership rates table at the time.

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.

It is the responsibility of the member to keep all contact and banking details up to date. Members must update details at least 7 days prior to the end of the month.

If a member's monthly direct debit is rejected for any reason outside the control of Maroondah Leisure, the member may be charged a nominal admin fee by Maroondah Leisure. This fee is separate from any fees charged by the member's financial institution. Members will be unable to use their membership until all outstanding fees are paid.

#### 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 3 months in any 12 month period. This period will be pro rata for fixed term memberships less than 12 months. The minimum suspension period is 2 weeks and a \$10 per month (or part of the month) suspension fee is payable at the time of request.

If the suspending member is part of a family membership and the remaining members wish to remain active, they will be required to pay the equivalent monthly fee of the membership type they are effectively on during the period of suspension.

Suspensions will be allowed for extended sickness, injury or a medical condition if a valid medical certificate is produced at the time of the requested suspension. If a member initiates a medical suspension and fails to produce a valid medical certificate, the suspension will be allocated from their general suspension allowance with the applicable \$10 per month (or part of the month) suspension fee also payable. If the member has still not produced a valid medical certificate by the end of the month their membership will be reactivated and normal charges will resume.

The minimum period for medical suspension is 2 weeks and the maximum period is 12 months. Members requiring suspensions longer than 12 months will be required to cancel their membership at no charge. The normal startup fee will be waived by Maroondah Leisure if the member wishes to re-join within 18 months of cancelling for medical reasons.

Indefinite medical suspensions will not be granted. If a member has an open-ended medical certificate they will be required to either nominate a re-activation date or cancel their membership at no cost. Members requiring extensions to suspensions for medical reasons must request an extension and provide a valid medical certificate for the extra period of suspension requested.

Medical certificates produced after the requested period of suspension, along with backdated medical certificates, will not be recognised. No fee is payable for suspensions requested due to extended sickness, injury or a medical condition.

### Membership Downgrades and Upgrades

Members may upgrade their membership to a higher value category at any time by completing a new contract and paying the higher monthly fee. This will not reset the member's minimum membership period.

Members may not downgrade to a lower value membership category during their minimum membership period. Once a member has completed their minimum period they may downgrade once in any 12 month period without cost. If a member wishes to downgrade more than once in any 12 month period they may do so without cost, however this action will reset their minimum membership period. Any member who then cancels their membership before the completion of the new minimum membership period will be required to pay an early exit fee as noted on the form.

## 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 health and fitness assessments.
- 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.
- 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 each term 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.
- 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 each term 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 (MISC)

- 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.

## Membership Usage Entitlements – Croydon Leisure & Aquatic Centre (CLAC)

### 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 health and fitness assessments.
- 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.
- 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.

- 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 and aqua aerobics 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 and 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. A maximum of three visits per week in total may be made including the supervised sessions.
- Members also have unlimited access to all pools, spa & sauna at CLAC during specified LLLS access times.
- 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 use of the spas and saunas 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.

## 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.

## PRIVACY

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](mailto:privacy@maroondah.vic.gov.au)