

# Glenbrook Swim Centre

## Membership Terms and Conditions

GET *Active*

STAY *Healthy*

ENJOY *Life*

### Definition of Terms

**"Membership"** – A membership program that includes use of the heated pools for recreational and lap swimming only for a specified period.

**"10 visit passes"** - 10 visit passes are valid for 12 months from date of purchase.

**"Family"** - The family members; apart from two guardians, must all reside at the same address; they must be immediate family members must be under the age of eighteen and not derive an income.

**"Adult"** – A person who is eighteen years and older and does not hold a valid Concession Card.

**"Concession"** - Reduced fees for membership programs and facility entry for holders of a valid Concession Card, which are limited to a valid pension card, senior card, veterans & carers or High School student card. University and TAFE Cards are accepted.

## Membership Terms and Conditions

### Membership Payments

All Memberships commence from the date of purchase. A cooling off period of 7 days is available on memberships. Memberships will only be valid for the period of time taken out regardless of Public Holiday Closures, or service interruptions of less than one week. Failure by the member to use the centre does not absolve the member from the obligation to pay membership fees.

### Trading Hours

Members may attend the centre during advertised trading hours. Blue Mountains Leisure Centres management reserves the right to alter trading hours during events or for unforeseen circumstances. All scheduled changes to trading hours will be advertised at least one week in advance.

### Entry

All members must either scan their card for automated entry or present their membership cards to Customer Service staff located at the centre's Customer Service Desk prior to the use of any facilities or services in the centre.

- The Glenbrook Swim Centre membership entitles you to access outdoor pools at Blackheath, Katoomba, Lawson, and Glenbrook.
- 10 Visit Pass is valid at the centre of purchase only.

### Suspension

Memberships are eligible for suspension of a minimum 15 days. Suspensions may be extended for medical reasons, of not less than one week, and must be supported by a medical certificate from a certified medical practitioner. Suspensions will not be backdated unless supported by a medical certificate. All applications for a Suspension must be made in writing to the Centre.

## Cancellation of Memberships

Management may cancel a membership at any time if a member's behaviour is deemed inappropriate or if a member is medically unfit to continue to use the centre's services. Refund of the member's fee due to cancellation is at the discretion of the Manager. Management reserves the right to place a membership on hold if it is thought necessary for any reason.

## Risk and Responsibility

There is always a risk of injury when using the centre's equipment and facilities. The centre does not accept any responsibility for any such injury and members must accept that risk. Members must disclose to the centre any circumstances that may effect safety or increase the risk of injury. To minimise that risk members must comply with all safety directions issued by the centre. All members must undergo an initial induction.