

**Members Entry into SOPAC**

Members must scan their RFID Membership band on the RFID readers upon entry to the Aquatic Centre and Health Club areas to gain access. RFID Membership band must be worn at all times within the centre and presented to staff upon request. Entry may be refused if a Member fails to present their RFID Membership band upon entry or request. If an RFID Membership band is lost, stolen or damaged, a \$50 replacement fee will be charged to the Member. Non payment shall result in the Membership being suspended. RFID Membership bands cannot be used by any other person other than the registered member. The RFID Membership band remains the property of the Aquatic Centre at all times and must be returned upon termination or expiry of membership. A Membership can be transferred for a fee of \$50.00 and with written agreement from all parties.

**Off-Peak times**

Off Peak memberships allow these Members access to SOPAC facilities and services between 8am to 3pm Monday to Friday only.

**Change of Personal Details**

SOPAC asks that Members provide the Membership Services team with accurate and up to date personal account details including direct debit details.

**Access to Members Spas, Steam & Sauna rooms.**

SOPAC has Member's only spas. Members also have non-exclusive access to the Steam & Sauna rooms. To ensure correct usage of these areas follow the rules and regulations clearly displayed on the wall besides each area and ensure your RFID Membership band is visible at all times.

SOPAC also requests that all patrons shower before entering the swimming pools and spas and all patrons must dry themselves after a pool session and before entering any other parts of the Centre.

**Members Change Rooms**

SOPAC provides Members change rooms exclusively for Health Club Members. Guests are not permitted in these change rooms with the exclusion of Member's children (under 10 years only) who may access these changing facilities when accompanied by their guardian. Please note that children 7 years or older are not permitted in opposite sex change rooms and in this situation family change rooms are available for family usage.

In the interests of privacy transgender patrons/members will be required to use either the change-rooms / toilet facilities consistent with their legal gender status or the family change-rooms / accessible bathroom facilities. We recommend using the family change-rooms or accessible bathroom facilities.

Conditions of use for the Member's change rooms are displayed at the entrance to the change rooms. The use of cameras & mobile phone cameras are not permitted in the change rooms. SOPAC staff conduct daily random checks to monitor correct usage of Member's facilities and an internal telephone is provided and should be used if experiencing difficulties.

**Gender Disclosure**

All members must disclose in the application form their legal gender status, as supported by official identification documents such as a driver's licence or passport, when applying for membership.

**Lockers**

All belongings should be stored in the lockers provided and Members should keep their RFID Membership band with them at all times. Personal belongings are not permitted in the Health Club. SOPAC accepts no responsibility for lost, damaged or stolen items. Public use lockers are also made available for an additional fee throughout the Centre. At the end of business SOPAC staff check and clear the Members change room lockers. All belongings left in lockers are taken to Member Services. Refer to lost property for further information.

**Lost Property**

All items found are placed in the Pool Duty Room. Items of value are kept in a safe and are available for collection at the request of the Member at the Pool Duty Room. SOPAC takes no responsibility for any lost, damaged or stolen items while Members are using the Centre.

**Request for Time Stop**

SOPAC offers time stop on the below indicated Memberships:

3-month	No Time Stop
6-month	Min 1-week Max 4 weeks for the term of the Membership
12-month	Min 1-week Max 8 weeks for the term of the Membership
Monthly Debit	Min 1-week Max 3 months per calendar year

All monthly debit time stop applications incur administration fees of \$0.30 per day of time stop. Any time stop applied to monthly debit membership will extend the minimum term of the contract by the length of the time stop period.

All time stop requests must be submitted in writing and must be applied for in advance. Time stops requests will not be accepted by phone. Requests will not be backdated nor accrued for subsequent membership periods. Upon use of all time stop allowance the membership will be automatically reinstated.

Time stops for medical reason (medical time stop) can only be requested if a Member is unable to use the facilities and services offered by SOPAC for the reason of temporary physical incapacity. A current medical certificate must be attached at the time of request. Medical clearance must be provided for any early return from medical time stop. Medical time stop will be granted at the discretion of the SOPAC Member Services Team up to your allocated time stop allowance. Requests beyond your allocated allowance must be approved by SOPAC Management and is not guaranteed. Time stop for medical reason may be approved for a maximum of 3 months.

**Venue Repairs and Maintenance**

The Centre has an extensive Asset Management Plan in place to ensure that all facilities are maintained in accordance with World's Best Practice. As a result, a particular facility or service within SOPAC may be unavailable for use for notified periods of time due to a mechanical breakdown, loss of lease, catastrophe or any other reason. In this event you agree to not hold SOPAC responsible or liable for any such occurrences.

**Major Events**

As SOPAC hosts a significant number of major events throughout the year the availability of some facilities and/or services will be affected during these times. SOPAC Management reserves the right to alter operating hours during major events and any changes to operating hours will be advertised in advance.

**Operating Agreement**

Sydney Olympic Park Aquatic Centre is a division of the Sydney Olympic Park Authority. All personal customer information held by us will be kept confidential except that information provided to our financial institution to resolve membership fees payment.

**Operating Hours**

Members may utilise SOPAC during advertised operating hours\* and all Members must be off the premises by close of business. Access to the centre will cease 30 minutes prior to venue closure. Please refer to current operational and group fitness information advertised internally for up to date information.

\*Excluding off peak Members who can only utilise SOPAC between 8am to 3pm Monday to Friday only.

**Age Requirements**

Members must be 16 years and over to hold a Membership to the Health Club. For pool use, children under the age of 10 years must be closely supervised (within arms length) by an adult (16 years and over).

**Renewals**

Memberships can only be renewed to a maximum of 60 days in advance. Discounts will not be offered to memberships being renewed after 2 weeks of the expiry date.

**Price Change**

In the event of a price increase, SOPAC will provide 30 days written notice before the new price comes into effect.

**Conduct within SOPAC**

Signs and notices around the Centre form part of the rules and regulations of the Centre. Sydney Olympic Park Aquatic Centre is a non-smoking venue (including outdoor areas). SOPAC management reserves the right to refuse entry, cancel a Membership or ask a Member to leave the Centre if they do not behave in a responsible manner, are under the influence of alcohol and/or drugs or do not adhere to the Conditions of Entry\*. In the event that this occurs SOPAC is under no obligation to refund any money.

\*Conditions of entry are displayed at the front of the centre.

**Exercise Attire**

When utilising the Health Club, Members must wear appropriate clothing, this includes tracksuits, shorts and t-shirts. Clean and enclosed sports joggers/runners must also be worn at all times in these areas.

For hygiene purposes Members must use a towel when using the Health Club at all times and should wipe down the equipment after use.

For pool use, only recognised swimwear, including lycra and nylon can be worn in the pools. Clothing such as cut-off jeans, t-shirts, bike pants, leotards and casual wear are strictly prohibited in the pools, spas, sauna and steam room.

**Towel Hire**

Towels can be hired for an additional fee to Member's from the Customer Service Desk. Photo ID must be left to secure your towel hire. If a towel is lost, stolen or damaged, a replacement fee of \$10.00 will be charged.

**Right of Cancellation & Refund Requests**

Membership cancellation inside the minimum term may only be requested in the event of death, serious illness, permanent injury, medical disability or relocation more than 15km's away from SOPAC. SOPAC reserves the right to require and verify reasonable evidence in writing of the change in circumstances (i.e. Doctors Certificate, signed lease, new utility bill).

All requests to cancel must be submitted in writing. Cancellation or refund requests cannot be accepted over the phone. The Member must provide 30 days written notice and any scheduled monthly debit that fall within these 30 days is required to be paid. SOPAC will respond to cancellation requests within 7 days of its receipt.

Your membership will not be cancelled until you receive written confirmation of the cancellation. At the discretion of SOPAC management we reserve the right to cancel a Membership agreement and request the return of the RFID Membership band.

All membership refunds will incur a \$50 administration fee payable upon approval of your request (excluding medical reasons or bankruptcy).

**Food & Beverage**

No food or drink (except water & sports drinks) is to be taken into the Health Club, this includes the gymnasium, cardio-theatre and fitness studios.

SOPAC does not allow any glass containers or bottles to be brought onto the premises.

As the Centre caters for all food and beverage requirements, commercial fast foods are not permitted within SOPAC.

**Fitness & Aqua-Fitness Classes**

All Members wishing to participate in Fitness or Aqua-Fitness classes must request a ticket on arrival at the Customer Service Desk. This ticket must then be presented to the instructor prior to commencement of the class. Tickets will not be issued more than 5 minutes after the scheduled start of the class. Class numbers are limited to ensure the safety and comfort of all participants. RFID Membership band must be displayed at all times.

**Parking**

The car parks throughout Sydney Olympic Park are managed and maintained by Secure Parking PTY LTD. Sydney Olympic Park Authority (SOPA) has made available a validated parking system for SOPAC. Members are entitled to 4 hours free parking in P2 and P3 car parks and upon entry should present their parking ticket to the Customer Service Desk for validation. If Members exceed the 4 hours free parking, an additional fee will need to be paid at the automatic pay station. If a parking ticket is lost, stolen or damaged, a replacement fee needs to be paid at the automatic pay station for a new ticket to be produced. Please note that Major Events hosted at Sydney Olympic Park Aquatic & Athletic Centres will affect parking availability throughout the year. Members are not provided with exclusive parking access and this does not form part of your membership.

**Personal Training**

Only SOPAC staff may conduct personal training or fitness instruction.

**Monthly Debit Memberships**

SOPAC Finance administers the payments for your contract on behalf of SOPAC.

Your financial institution statement will show a debit from **Sydney Olympic Park Authority**.

Monthly debit Memberships can only be set up with a Visa card, MasterCard or direct debit from your nominated bank account.

All monthly debit Memberships require a minimum commitment as per your agreement and accounts will be debited on the 28<sup>th</sup> day of each month. If any debit falls on a non-business day it will be debited on the next business day. Periodic Billing membership is perpetual, and debits will continue to be deducted after the minimum term of your contract until a confirmation of the cancellation of your membership is provided by a Membership Advisor.

Pro rata amounts are payable at date of joining.

**Platinum Membership Upgrades**

Upgrades (Massage/Personal Training sessions) are available for use every quarter. In the event of a membership cancellation prior minimum term or on a no minimum term membership the upgrades from the following quarter become void. Additionally, if upgrades have been redeemed prior eligibility the upgrade value must be paid on contract termination.

When a time stop is applied upgrades expiry dates are adjusted accordingly.