

Code of Conduct

By entering the premises of the Fitness Hub, Members (including Casual visitors) agree to abide by the following *Code of Conduct*. Members will agree to the consequences of any breach of the code of conduct. These may include, depending on the nature and severity of the breach; removal from the Fitness Hub, suspension of membership, termination without refund, or legal proceedings. We appreciate your cooperation.

- The Fitness Hub does not accept liability for any personal injury or loss of personal property for anyone using facilities provided by The Fitness Hub. Valuables are left unattended at the Member's own risk. Please be cautious when leaving bags in the changing rooms as they are not securely monitored.
- Users must abide by all general rules of The Fitness Hub and follow staff direction at all times. Use of offensive language, aggression, character defamation and /or failure to comply by staff direction may result in suspension/ and or termination of membership.
- If you breach the rules at any time, you may be asked to leave the gym or have your membership suspended/terminated with no refund.
- The Fitness Hub is an inclusive space. Discrimination of any kind will not be tolerated.
- You must leave the gym no later than 12am.
- Do not enter the gym if you are displaying or diagnosed with Cold and Flu symptoms.
- Only members with an access tag may enter the gym. If your access tag does not work at the front door you must contact us during staffed hours to check why it is not working.
- Your access tag is for you and only you to use. Access tag must be tapped at entrance door for EVERY visit to the gym. Members who allow others to use their access tag or fail to tap their tag may have their membership suspended/terminated.
- Non-members are not allowed to train at the gym. If you allow a non-member into the gym, your membership may be suspended/terminated.
- The minimum age to train is 14 years old. Members who are aged 14-15 will be given an underage access card which must be carried at all times during workout and must check in at the front desk. 14-15 year olds can only train during staffed hours and can not participate in group fitness classes.
- In an emergency call 000 and notify staff.
- There are 6 duress alarms located throughout the gym as well as an intercom inside the front door that connects directly to security. There is 1 in the ladies room, 1 in the free weights area, 1 in the function area, and 1 in each bathroom.
- Duress alarms and the intercom must only be used in an emergency.
- Emergency exits are located in the free weight area, at the back of the function zone and through the entrance door. First aid kits are located at the front desk. Please notify staff if first aid is required.
- The Bench Press is out of use in unstaffed hours.
- All equipment must be used in the way it is designed.
- If you are unsure how to setup or use a piece of equipment, please ask staff and they will demonstrate safe and correct technique to you.
- Appropriate gym attire must be worn at all times. Denim, work wear and school uniforms are not appropriate and are not permitted. Sneakers must be worn at all times, no other footwear is permitted.
- You are only permitted to take your shoes off if you are in a squat rack, on a deadlift platform or on the Astro turf stretching. Once you move away from that area (i.e. to get weights or other equipment) you must put them back on.
- It is a condition of entry that you have a towel for each workout session and keep it with you at all times during your workout.
- Members must comply with sufficient personal hygiene standards for the health and wellbeing of other gym users and staff. This includes the use of hand wash after using the bathrooms, wearing deodorant and clean clothing during a workout. Personal hygiene is a mandatory and members that are lacking in personal hygiene will be asked to leave the gym
- Treat all equipment with care. Do not drop weights. Members who drop weights will be given a warning and repeated offences will result in termination of membership.
- Respect all gym users by not shouting, grunting or groaning whilst working out.
- Return all plates, barbells, dumbbells, medicine balls, floor mats, skipping ropes and any other equipment owned by The Fitness Hub to their correct storage areas immediately after use. Failure to comply may result in disciplinary action and/ or suspension of membership.

- Bags must be stored in the open lockers provided. Bags are not permitted on the gym floor.
- Respect the rights of other people to use this facility and share the use of the equipment where possible. Users must stick to a 30 minute time limit on cardio machines during peak times.
- Photography and filming within the Fitness Hub on phones, cameras or any other devices is strictly prohibited without express prior permission from management.
- In the event of a dispute The Fitness Hub reserves the right to suspend membership until the dispute has been resolved or disciplinary action has been taken.
- Theft of any form is deemed unacceptable and will lead to instant cancellation of membership. All cases of theft will be reported to SAPOL.
- The use, possession or concealment of any drugs, tobacco products, alcoholic beverages and weapons is forbidden. The use of the gym facilities under the influence of such substances will result in immediate cancellation of membership.
- Eating within the gym is prohibited.
- Respect the facilities and equipment of the Fitness Hub and report any problems with equipment to the Fitness Hub staff immediately.
- Wiping down all equipment immediately after use is mandatory. Paper towels and disinfectant are provided for you.
- Direct Debit memberships have a lock in minimum of 6 months. You must pay off the minimum (26 weekly payments) before you can cancel free of charge. If you require cancellation before the 6 month minimum, you must pay the remainder of that lock in period upfront in full. If you sustain a serious injury or illness the minimum lock in can be altered with approval from the Gym Manager and with the appropriate medical certificates.
- Direct Debit memberships will incur a \$25 joining fee
- Promotions are not permitted to be purchased after the final sale date.
- Renewal of membership can only occur if you have less than 8 weeks remaining on an upfront membership (or expired) or your Direct Debit contract has finished (After 12 months or you have paid off the minimum 6 months previously)

Any feedback/complaints should be submitted in writing addressed to the Gym Manager in person or via email at thefitnesshub@adelaide.edu.au

Group Fitness

- Classes are subject to cancellation or change at short notice. It is the responsibility of members to confirm class times by checking our social media, MindBody or calling the Fitness Hub on 8313 6999.
- All Group Fitness Classes must be booked to ensure the maximum number of participants is not exceeded. Participants must check in before their class.
- Entry to a Group Fitness Class 5 minutes after the start time is not permitted.

Personal Training

- Session Fees must be paid in full prior to booking personal training. Fees are non-refundable unless under extenuating circumstances. Refunds will be at the discretion of the Gym Manager.
- If you need to cancel or reschedule your session, you must give at least **12 hours** notice to cancel to avoid cancellation without penalty. Failure to give enough notice will result in being charged in full for the session.
- If you do not show to your session, you will be charged in full for the session.

I hereby acknowledge and accept the terms, conditions, code of conduct and Induction of The Fitness Hub.

Name: _____

Signature: _____

Date: _____

HEALTH AND WELLNESS INDUCTION

The Fitness Hub



ADELAIDE
UNIVERSITY
FITNESS HUB

This checklist has been created so that you are fully aware of and understand The Fitness Hub policies and how to use the equipment. These policies are to be enforced by our staff and have been implemented for safety, preventative maintenance, hygiene purposes and courtesy for all Fitness Hub users.

Please tick boxes once the point has been explained or demonstrated to you.

PART A

- You must tap your access tag at the front door on EVERY visit. Failure to tap on each visit will result in your access tag being deactivated.
- Do not give anyone else access (member or non member) to your access tag or let anyone else in to use the gym as this will result in the cancellation of your membership .
- To exit the gym when the door is closed, hold your hand in front of the sensor next to the door.
- You must leave the gym no later then 12am.
- Appropriate gym & exercise attire and sneakers to be worn in fitness areas ONLY. (no work/school uniform, jeans or chinos)
- Towels must be brought with you and kept with you at all times during your workout.
- Any equipment that you have used must be wiped down after use with the spray and wipe provided.
- Read and follow all safety stickers, pictures and posters that are located on equipment and around the fitness rooms. All gym equipment must be used in the way it is designed.
- Respect all gym users by not dropping the weights, shouting or grunting whilst working out.
- Inappropriate behaviour, including swearing will not be tolerated.
- Tidy away all equipment that you use (mats, weight plates, dumbbells etc.).
- Please ensure that on all pin loaded equipment & benches that the pin is clicked into place prior to use (ask staff for help if needed)
- Always follow the instructions of the trainers and staff members.
- Emergency procedures explained (fire exits, First aid kit locations duress/emergency buttons)
- If you are attending a Group Fitness class you MUST check in at reception and be ticked off by a staff member. Entrance to a Group Fitness class 5 minutes after the class start time is not permitted.
- Group fitness classes must be pre booked in advance. Bookings must be cancelled a minimum of 2 hours before the class start time if you cannot attend.
- Option for Free 30 minute induction to be shown how to use the gym equipment safely & correctly. Please ask staff if you would like to book an induction session.

If you fail to comply with any of The Fitness Hub policies, you may be asked to leave and/or your membership may be cancelled.

Thank you for your cooperation, this will ensure a safe and comfortable workout for all.

Member Name: _____

Member Signature: _____ Date: _____