



Sport UNE memberships are allocated on the basis that members and guests will abide by the following conditions of membership:

1. The completion of a Pre-Exercise Screening Questionnaire is required by all new members or previous members whose membership has been expired for a period of greater than twelve months.
2. It is the member's responsibility to provide Sport UNE staff with all relevant medical history, informing us of any restrictions, whether requested or not.
3. It is at the member's own risk that he/she uses Sport UNE's facilities, and member's therefore agree to release, to the fullest extent permitted by the law, Sport UNE, its employees and agents, from all claims and demands of whatever kind which may arise from his/her use of Sport UNE's facilities.
4. It is the member's responsibility to observe and abide by Sport UNE's policies, rules, and procedures, as well as those directions offered by Sport UNE staff and agents.
5. Membership cards must be scanned/swiped at the Customer Service Reception desk before each visit to Sport UNE's facilities. Sport UNE staff reserve the right to ask members to leave if this is not adhered to.
6. Appropriate exercise attire and footwear must be worn whilst in the facility. A shirt or singlet must be worn at all times. Shoes must be fully enclosed. Unacceptable exercise attire includes: denim, jeans, sandals, thongs, high heeled shoes, etc.
7. Members must bring a towel to every workout. Personal hygiene must also be maintained (this includes the use of deodorant).
8. Bags are to be left in lockers or baggage compartments provided.
9. Only plastic water bottles are permitted within Sport UNE's facilities. No glass bottles are permitted in the centre.
10. Children under the age of fifteen (15) years are not permitted in the Gym at any time.*
11. Current members and guests of Sport UNE can visit its facilities at any time they wish (subject to applicable timetables and program availability). Changes to Sport UNE's operating hours will be posted on appropriate notice boards. Sport UNE reserves the right to change the operating hours of the centre as required.
12. All weights must be placed back in the racks provided on completion of their use.
13. Misconduct with equipment, bad language, or misbehaviour will result in the member being asked to leave. Suspension, or even cancellation of membership (without refund), may also apply.
14. Failure to attend a booked fitness assessment or program appointment, or cancellation without twelve (12) hours' notice, will result in a \$20 fee being charged to the member.^
15. Making or receiving calls from mobile phones is not permitted at, or near, the Customer Service Reception desk. Mobile calls elsewhere will be tolerated as long as they do not interfere with the schedules of Sport UNE members.
16. It is expected that members will share equipment in a fair and reasonable manner.
17. Sport UNE student memberships are only allocated to students of the University of New England.
18. Memberships are not transferable.º
- 19 Memberships will not be refunded after a cooling off period of seven (7) days.◇

- * Schools groups and campus tours may be excepted from this rule following granted permission from the Executive Director.
- ^ The waiving of this fee for emergency cancellations will be determined upon application to the Executive Director.
- º The transfer of memberships may be permissible in extraordinary circumstances upon application to the Executive Director.
- ◇ The refund of memberships may be permissible in extraordinary circumstances upon application to the Executive Director.

Methods of Payment

Cash, Credit, Cheque (made out to Sport UNE), **EFTPOS** (no cash out).

Direct Debit (EzyPay) – Monthly payments are debited from the member's nominated bank or credit card account. Direct Debit (EzyPay) memberships are subject to a minimum twelve (12) month commitment between the member, EzyPay, and Sport UNE. All Direct Debit (EzyPay) memberships grant the user reciprocal rights to use Sport UNE's facilities (according to level of membership taken out). Membership payments will continue until written notification with 30 days' notice, is received by EzyPay.

Salary Sacrifice – For UNE staff, Sport UNE offers the convenience of Salary Sacrifice for Silver (and above) memberships. Please contact the Human Resources Directorate for an application form. Hand in your Salary Sacrifice confirmation letter, together with your completed Membership Application Form and Pre-Exercise Screening Questionnaire to the Sport UNE Customer Service Reception desk.