

VIRGIN ACTIVE AUSTRALIA CLUB RULES



Everyone at Virgin Active must play by the Club Rules (“Rules”). The Rules aren’t just any old rules – they’re part of your official Virgin Active Membership Agreement and have been lovingly prepared by our legal beagles. So please take a moment to get familiar with what they have to say.

WHO SHOULD PLAY BY THE RULES?

The Virgin Active team and Virgin Active members, so we can keep ourselves safe, maintain Club standards and everyone, especially you, can have a good time at our Clubs.

PLAYING FAIR

Unlike some rules, like only having chocolate once a week, our Rules can’t be broken. If you don’t comply, we may ask you to leave the Club, deny you Club access, or (if it’s really serious) terminate your Membership. We will of course be fair when applying our Rules (which we’ll do at our discretion). While we’re not here to rain on your parade, we will consistently apply our Rules so that everyone can work out in a safe and comfortable environment. Each of our Clubs may also have their own operational rules (on display in the Clubs) which you must also comply with.

THE ODD CHANGE

We may change these Rules occasionally. When this happens, we’ll let you know in advance by popping a notice on Club display boards or screens and by updating our website (virginactive.com.au). Please be sure to keep an eye out for any changes.

FROM THE GET-GO

1. Always respect other Club members, guests and our staff. Please use the Club in a way that doesn’t disturb, detract or impair anyone’s experience.
2. Be kind to yourself. Talk to your doctor before starting a new fitness program or using our Club facilities. Only exercise in line with your own current fitness and activity levels.
3. All members and guests must fill in a Health Check Questionnaire before using Club facilities. We may ask for a letter from your doctor confirming you are safe to exercise. If your medical circumstances change during your membership with us, please let us know by completing a new Health Check Questionnaire.

MEMBERSHIP

4. Membership entitles Members to use the facilities available from time to time at their Home Club, and at other Clubs according to a Member’s type of membership and our Reciprocal Rights Policy. We offer different types of Memberships and facilities at each Club, the types of memberships and facilities offered by us may differ from Club to Club, and may change from time to time. Check with your Home Club for the different membership options available.
5. Every time you enter our Clubs please present your Membership Card at Reception.
6. No-one else may use your Card.
7. If your Card is lost or stolen, you’ll need to organise a new one and pay the replacement fee (set out in your Home Club Price List) or just use your card in MyLocker.
8. If your Membership Dues aren’t up to date, or your Membership is frozen, suspended or terminated, Club access will be denied.
9. If we terminate your Membership, it will be at our complete discretion as to whether you are eligible to join any Virgin Active club in the future. The decision to terminate a membership is communicated with all Clubs in Australia.

GENERAL CLUB USE

10. We’ll post opening and closing times on Club display boards and our website (virginactive.com.au).
11. Don’t bring alcohol or illegal drugs into our Clubs.
12. Please don’t consume food or beverages brought from outside, in our Clubs (except for coffee and tea where we do not offer these products, however these must be consumed in the Lounge area only).
13. You may bring guide dogs into our Clubs. Carers may enter our Clubs with the member they are caring for but cannot workout in the Club when caring for a member.
14. If you bring your mobile phone to the Club please follow all directions from the Virgin Active team in relation to phone use. We will not be responsible for any loss or damage to your mobile phone.
15. Don’t use the Club facilities while under the influence of alcohol, anticoagulants, beta blockers (unless you provide a letter from your doctor), narcotics or tranquillisers or any other substance that would impact your ability to exercise safely.
16. Don’t smoke inside or near the entrance to our Clubs. This includes e-cigarettes and similar devices.
17. Please leave the Club punctually and prior to our published closing times and make sure you allow plenty of time to collect your little ones from Club-V/Toddlerz or Swimsters.
18. If you are taking photos or videos in our Club please respect other members’ privacy including ensuring that you do not photograph or film members without their consent and by ensuring that you are not detracting from other members’ experience using the Club. Absolutely no photos or videos are permitted in the change rooms or pool area, Club-V or Swimsters. We reserve the right to ask you to delete content off your device or remove it from social media if we deem it inappropriate.
19. You’ll need to pay for any loss or damage caused by you or your guests while in the Club.
20. We may provide trial access to our Clubs for potential members and other folks.

THE TRAINING FLOOR AND STUDIOS

21. Use equipment for its intended purpose. Follow the instructions provided, including instructions given by our team members and all relevant signage. Ask for help if you need it. Please do not bring your own equipment into our Clubs. Items such as boxing gloves, cycle shoes and yoga mats are ok.
22. If you are unsure of what you can bring, check with our team. Be sure to let us know if any of our equipment is broken or unsafe.
23. No food or bags on the training floor or studios.
24. Only drinks in glass bottles, plastic or aluminium bottles containing water or sports drinks are OK to bring onto the training floor and studios. No glass bottles in our pool areas and please be careful with glass bottles as if they are dropped they will shatter.
25. Please think of other people by replacing weights and equipment after use.
26. A towel must be used on all equipment and while you’re strutting your stuff in the studio and on the training floor. Please wipe down equipment after use with your towel or the wet wipes provided- no one wants the pleasure of your sweat, no matter how sweet it is.

CLASSES

27. All group exercise classes need to be pre-booked as they have maximum capacities. If you can no longer attend a class please cancel your booking in line with our Group Exercise Booking Terms.
28. Timetables and instructors may change without notice. We will post the details on Club display boards.
29. We want to start classes on time as your time is precious. Please arrive a few minutes early. You will not be able to join a class if the class has commenced and/or the studio door is closed.
30. Our instructors will limit the number of attendees to set class numbers.
31. Please follow all instructions given by our smiley instructors.
32. Unless we specify otherwise, studios are only available for use during Virgin Active group exercise classes or with a personal trainer.
33. Please do not use mobile phones during a class and follow all directions from our instructors in relation to phone placement and safety.
34. Please do not open the door while a class is in progress as this may disrupt the experience and other participants.

WHAT (NOT) TO WEAR

35. Exercise gear fit for purpose must be worn at all times in our Clubs. For example, t-shirts/tops (no bare chests thanks fellas) and closed footwear must be worn at all times including when moving between classes and change rooms. No shoes are OK only when you're in the change room, pool or sauna area or in a studio where the class requires this.
36. If you're unsure of what to wear, ask a Virgin Active team member.

LOCKERS, CHANGEROOMS AND BELONGINGS

37. Lockers are available to store your gear while using the Club (subject to availability). We can't guarantee that the use of a locker will stop theft or damage to your stuff from occurring and we do not accept liability for any theft, except where due to our negligence.
38. Lockers may only be used for the usual suspects -like gym kits, toiletries and the clothes you have on when you arrive at our Clubs. Don't keep anything else in your locker. If we have reasonable grounds for suspecting that a locker is being used for something else, we reserve the right to open it and remove any offending items.
39. Lockers are available for use only while you're on Club premises. Lockers are set to automatically open after 4 hours. Any gear left in lockers overnight will be removed. If it's not collected in 7 days, we'll donate it to charity.
40. Only one person can be in a shower cubicle at any one time with the exception of parents or guardians, who may accompany their own children aged up to 7 years.
41. All children up to 16 years must be accompanied by a parent or guardian when using the change rooms. Children under the age of 7 may enter change rooms of the opposite sex.

PARKING (AT CLUBS WITH A CAR PARK)

42. Parking is only for members and guests while using Club facilities, and may be subject to maximum time limits as shown on car park signage.
43. If any vehicle appears to be parked without our OK, we'll make an announcement to members. If we don't get a response, further action may be taken in line with car parking rules and signage including fines and penalties.
44. We will not be liable for any loss, theft and/or damage to vehicles on Club premises or in any Virgin Active parking area, except where such loss, theft or damage has arisen from our negligence.

THE POOL (IF THERE IS A POOL AT YOUR CLUB)

45. For health, safety and hygiene reasons you must always have your ears turned on and obey the instructions of our lifeguards. You should always wear a swimming cossie and babies must wear those cute little aqua nappies. Non-toilet trained children should wear aqua nappies or cosies that are firm fitting around the legs.
46. Swimming pool lanes may be reserved for lessons from time to time. Please check Club timetable for these times.
47. Be aware that pool attendants are not on duty at all times.
48. Swimming caps are recommended for people with shoulder length hair or longer. Please always shower before entering the swimming pool.
49. Only drinks in plastic or aluminium bottles containing water or sports drinks are OK to bring into the pool and aqua lounge. No glass bottles please.
50. No food or electronic items in the pool and aqua lounge.
51. Please leave any bags in the lockers provided. Any items required for the pool and aqua lounge must be placed on hooks.

SAUNA, SPA AND RELAXATION AREA (If your Club has these facilities)

52. For health, safety and hygiene reasons members and guests should:
 - a. shower before entering the sauna and relaxation area;
 - b. sit on a towel when using the sauna;
 - c. never shave in the sauna;
 - d. not use oils, creams or cosmetic products in the sauna;
 - e. not take newspapers or any paper in the sauna;
 - f. not attempt to dry clothing in the sauna (it's a serious fire hazard); and
 - g. not wet the hot coals, our saunas are dry saunas.
53. Sauna, spa and plunge pool (where applicable) users must be at least 16 years old. Children are not allowed in the spa, plunge pool or sauna at any time.
54. Use the sauna and relaxation areas in moderation (not more than 20 minutes each time), and take heed of any relevant medical advice.
55. Use the spa in moderation (not more than 20 minutes each day) and take heed of relevant medical advice.
56. Pregnant women should avoid using the spa and sauna.

PERSONAL TRAINING

57. Only Virgin Active Health Club Fitness Professionals can provide personal training in our clubs. Please don't bring your own trainer into our Clubs. We reserve the right to ask you to stop the session if we reasonably believe you are using your own trainer.

SAFETY

58. Don't mess around with fire doors or fire exits.
59. Please follow any health and safety notices displayed in our Clubs. Please let a Virgin Active team member know if you are hurt or injured before you leave the Club.
60. In an emergency or when an announcement is made, have your ears turned on and follow the Club staff's instructions at all times. If you don't evacuate when asked we will treat this as a serious breach of these Rules.
61. Before you use our climbing wall you will need to do an induction and sign our climbing wall agreement.

JUNIOR MEMBERS

(Applicable to Clubs that offer junior membership options)

62. Junior members must play by these Club Rules.
63. Age and usage restrictions apply to our Toddler/Junior Membership/Club-V/Teens categories for the use of certain areas and activities in the Club and Club-V (check your Home Club reception for full details including our Club V and Teens Policies):
 - a. Toddlers are 6 weeks up to 3 years old.
 - a. Club-V members are 3 to 12 years old.
 - b. Teens are 13 to 15 years old.
64. Parent or a guardian must be on site while junior members are in the Club.
65. Family Splash sessions are for Virgin Active adult and Club-V members only. The sessions are at set times throughout the week where you can bring children to the pool and get in the water with them. This is an opportunity for you to play and practice swimming with your child. See our timetable for sessions. Timetable subject to change. Maximum 2 children per adult unless child has passed sharks test administered by Virgin Active. Parent/guardian supervision required.

LAST BUT NOT LEAST

66. Virgin Active may occasionally take photographs/images / videos of the Club and its facilities (including members). We'll try our best to get your OK beforehand (so you can glam up) but this may not always be possible. We reserve the right to use these photographs/images for commercial purposes without payment.
67. We use CCTV to monitor any incidents at our Clubs.
68. Club Price Lists will change from time to time.
69. We reserve absolute discretion when approving Membership applications.