

Latrobe Leisure Membership Terms & Conditions

Welcome to Latrobe Leisure. By becoming a member, you agree to abide by the following terms and conditions, which are designed to ensure a safe, fair, and positive experience for all.

General Conditions of Use

- All new gym users are encouraged to complete a free Health Consultation before using gym equipment.
- A medical clearance may be required following your consultation.
- Appropriate gym clothing and fully covered footwear must be worn at all times.
- All patrons must comply with the conditions of entry and follow all staff instructions.
- Members must present their membership card upon entry to any facility. Access may be denied without it.
- Lost or stolen cards must be reported immediately to the facility.
- Membership photos are required and may be used as part of your account identification.
- Memberships do not include access to stadiums unless otherwise stated.
- All memberships are valid at Churchill, Morwell, Moe/Newborough facilities, and reciprocal rights to Gippsland Regional Aquatic Centre Traralgon
- Aquatic and Gold memberships also grant access to outdoor pools in Moe, and Yallourn North during the open season.

Access & Participation Guidelines for Teens

Ages 12–15

- May only use the gym after completing a Health & Fitness Consultation, which must be attended by both the child and a parent/guardian.
- Must always be accompanied and actively supervised by a parent or guardian while in the gym or attending group fitness classes.
- must always wear the supplied green wristband

Ages 16–17

- May use the gym independently but only after completing a Health & Fitness Consultation with a parent or guardian present.

Class Restrictions:

Ages 12–13

- Not permitted in HIIT/Circuit, Cycle, BodyPump, BodyCombat, or Boxing classes.

Ages 14–15

- Not permitted in BodyPump classes.

Membership Transfers

- Transfers are not available for any memberships.

Cancellations & Refunds

- Cancellations are not permitted in the first 3 months of a 6- or 12-month term membership.
- Refunds are not provided for unused portions of memberships unless due to extenuating medical circumstances (proof required, subject to management approval).

Upgrades

- Memberships may be upgraded at any time.
- Pro-rata fees apply, and payment is required at the time of the upgrade.

Freeze Guidelines

- Suspension periods are available as follows:
- 4 weeks freeze
- Additional freeze periods may be granted upon presentation of a medical certificate at the discretion of management.

Concession Memberships

- Available upon presentation of any valid Australian concession card:
- Health Care Card / Student Card
- Pension Card
- Disability Support Pension Card
- Victorian Seniors Card
- Victorian Carers Card

Direct Debit Memberships

- A joining fee and pro rata applies to all direct debit contracts.
- Memberships are ongoing until cancelled in writing with 14 days' notice.
- Missed payments will incur direct debit dishonour fee.
- Access may be suspended until the account is up to date.

Health & Safety

- Members agree to exercise within their own limits and understand that participation is at their own risk.
- Members must inform staff of any injuries, illnesses, or conditions that may affect their safety while using the facilities.
- Latrobe Leisure reserves the right to request medical clearance or refuse service if there are concerns about a member's ability to safely participate.

Behaviour and Conduct

- Latrobe Leisure reserves the right to suspend or cancel memberships without refund for breaches of the Councils Code of Conduct and Facility Conditions of entry, including harassment, unsafe behaviour, or misuse of equipment or facilities.

Privacy and Personal Information

- Member information is collected in accordance with the Latrobe City Council Privacy Policy.
- Photos may be used for member identification and system access only.
- Information will not be shared with third parties without your consent, unless required by law.

Changes to Terms

- Latrobe Leisure may update these terms and conditions from time to time. Members will be notified of any significant changes via email, on our website, or at facility entry points.

Acknowledgement:

I have read, understood, and agree to abide by the above terms and conditions. I understand these are in place to ensure the health, safety, and enjoyment of all Latrobe Leisure members and staff.

