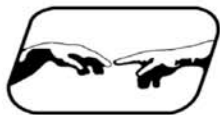




Welcome to Re•Creation  
Health Club Brighton East.

973 Nepean Hwy East Brighton  
Enquires - 9555 3290  
[manager@re-creationbrightoneast.com.au](mailto:manager@re-creationbrightoneast.com.au)

IT ALL BEGINS WHEN YOU DO  
**Re•Creation**  
Health Clubs



# Congratulations & Welcome to Re-Creation Brighton East.

*It's our aim to provide to you the most motivating, fantastic facility with the best equipment, sensational classes, heaps of variety and most important... the best **TEAM** of dedicated fitness professionals. What separates a Re-Creation from all other health clubs is our **TEAM**.*

*We want to support you and do our best to ensure that you do your **BEST** and reach your ultimate fitness goal whatever that may be.*

*Before you get all hot and sweaty there is one more piece of administration that needs to be done – the Re-Creation Club Procedures and Policies. Have a read and familiarise yourself with the information. If you have any question your Membership Consultant or a Reception **TEAM** Member can expand on any of the points.*

*So, here's to you and your training. If there is anything I can do to make your experience more enjoyable please do not hesitate to catch up with me in the club or email me at [manager@re-creationbrightoneast.com.au](mailto:manager@re-creationbrightoneast.com.au).*

*Cheers,*

*Michael Zadorozniak*

*Co-Owner, Re-Creation Brighton East*



## CLUB POLICIES AND PROCEDURES

Please read and understand the following **Club Procedures**. In the best interests of other members and smooth operation of the club, all members are required to abide by Club Policies and Procedures.

### **CHECKING IN**

All members are required to present their membership card to Reception or scan through the computer on each visit. This enables us to record your visit to the club which provides us with vital information that we often refer to if issues concerning your membership arise – also, your card enables us to process your entry to the club quickly and avoid delays at Reception which are frustrating to members and leads to poor service. If you **do not** present your card, you may not be allowed to enter the club without paying a casual fee. Access to the club will be denied if your membership is not current.

### **MEMBERSHIP CARDS**

All members will receive a membership key ring. You must present your membership key ring on arrival or scan through the computer to prevent others using your membership.

### **USAGE OF OTHER RE-CREATION CLUBS**

Full and financially **up-to-date** members have reciprocal use of all Re-Creation Clubs. There is a small fee for this privilege of \$5 but that is a massive reduction off our

standard casual fee of \$18/visit. In some cases a Re-Creation Club may limit your use of a particular program eg; Reformer Pilates Classes, but ring ahead just to ensure availability.

### **LOCKER USE**

Lockers are available for use with a '\$2.00' KEY DEPOSIT RELEASE system. Lockers should not be regarded as safe from break in and theft. Valuables should not be left in lockers. All items left in lockers are left at members' risk. The club accepts no responsibility for theft or damage to personal property even when the property is secured in a locked locker. All your belongings must be removed when you leave the club. Any belongings left overnight will be removed and stored in our Administration area. If you lose your key a fee will be charged for a replacement.

### **CRÈCHE**

Please note that there is an additional fee for Crèche use. Crèche Visits can be purchased at reception. Booklets of discounted crèche passes may also be purchased. If your child is unsettled we will do our best to attend to their needs. However in extreme cases we will come get you to attend to your child.

### **AGE LIMIT**

Only people of 16 years and over are allowed to use Re-Creation's facilities on a casual basis (other than crèche and school holiday programs). Membership is available to 13 – 15 year olds with written consent from a parent or guardian.

### **DRESS CODE**

Whilst on club premises, members and guests are asked to be neatly attired in clean gear i.e. shirts, shorts, tracksuits, leotards, tights etc. Appropriate footwear EG; runners or trainers are compulsory in all non wet areas. Blundstones, work boots, jeans are not considered proper workout gear.





### WEIGHT TRAINING AREA

All members are required to:

- Bring a towel to each workout.
- Place a towel on all benches and mats during use; also wipe down cardio equipment after use.
- Replace weights in rack after use.

**DROPPING WEIGHT OR MISUSE IN ANY FASHION IS DANGEROUS TO YOURSELF AND OTHER PARTICIPANTS. THIS ACTION MAY BE CAUSE FOR YOUR MEMBERSHIP TO BE SUSPENDED.**

### CARDIO TRAINING AREA

- Adhere to time limits set on cardio equipment.
- Show courtesy to fellow members and share equipment.
- Please report any maintenance problems to our staff. Do not attempt to correct any difficulty yourself.

### GROUP FITNESS CLASSES

On occasion large numbers may limit participation in some classes. Specialty classes may require a booking procedure.

- In order to eliminate the risk of minor injuries, do not enter the class after it has commenced.
- Participants must bring a workout towel to every class.
- Replace weights, steps and bars in racks provided.
- Participants must remain in class for the cool down exercises.

Re-Creation provides a wide variety of classes which, from time to time, vary in popularity. In order to maintain a well balanced, viable program a class must be popular enough to maintain its place on the timetable. Classes with low numbers (less than 10) may be cancelled. We also reserve the right to alter class type, change instructors, add or cancel classes as we feel is necessary.

### CYCLE CLASSES

WORKOUT TOWELS AND DRINK BOTTLES ARE COMPULSORY IN ALL CLASSES. Some classes may become popular and from time to time there may not be enough bikes. To ensure a place in busy classes, you must make sure that you arrive early. It is only on rare occasions that bike numbers are short. Members are not allowed to 'save' bikes for friends.

### WALKING THROUGH CLASSES

Once a class is in progress anywhere in the club, the room may not be used for a walk through access to another area (eg. Cycle room). This is both discourteous and unsafe.

### FITNESS CONSULTATIONS

All FULL memberships are entitled to the Kick Start Program. This program consists of the following;

- An initial 45 minute BFA (Base Fitness Assessment) & Goal Setting session with one of our qualified Advanced PT TEAM. Coming from this appointment our Fitness Instructor will draft your initial Fitness Program Card
- A 30-45 minute program Fitness Program Show-Through to explain your exercise program card and the exercises and machines involved (if any).
- A Second 30-45 minute Show-Through may or may not be required at the discretion of the Instructor or member. This usually depends upon the general understanding and proficiency of the member to carry out their fitness exercise program.

Re-assessments are available 12 weeks thereafter for NO CHARGE.

### PERSONAL TRAINING

Personal Training is a fantastic way to keep your motivation and accelerate your fitness training. And it isn't just for celebrities these days. Personal Training can only be conducted in our clubs by approved Re-Creation Personal Trainers.

To find out more about our Advanced Personal Training TEAM and the fees they charge just speak to a Reception TEAM or Membership Coordinators.

### LOST PROPERTY

Lost clothing is placed in the lost property basket located at Reception. At the end of every month uncollected property is given to charity.

### ADMINISTRATION FEE

An initial administration fee of \$50 is required on all new memberships to cover the cost of issuing your membership card, payment for finance debit fees / charges in establishing direct debit payments and for setting you up in our system for membership.

### SUSPENSION TIME

**Billing Members:** Suspension is available at a set administration cost of \$11 per suspension which is charged to your account automatically. Your billing will be suspended for the time which you advise and then be restarted on the next billing.

**Term Members:** Suspension is available at a set administration cost of \$11 per suspension which must be paid at reception prior to suspension of membership. You may go in and out of suspension as many times as you like, but the minimum time allowed is 2 weeks and maximum 4 months. Any suspension time taken is then added to member's current expiry date.

### JOINING FEE

This is a once only payment unless membership lapses. The fee only needs to be paid again if membership is allowed to expire.

### RENEWALS

In order to receive the renewal rate, memberships must be paid before or by the actual membership expiry date. Members, who allow their memberships to lapse, will not be eligible for the renewal rate or will have their new membership backdated to the expiry date of their previous membership. Current rates apply at the time of renewal.



Give us your feedback at [manager@re-creationbrightoneast.com.au](mailto:manager@re-creationbrightoneast.com.au)

### MEMBERSHIP PRICING POLICY

All Re-Creation Health Clubs have a small annual price increase on July 1<sup>st</sup>. This increase is applied to all memberships including one and two year contracts. The amount of the annual increase will be communicated to all members via an annual address which is issued each year.

### CONTINUOUS MEMBERSHIP

Never do paperwork again. **All our DIRECT DEBIT MEMBERSHIPS are continuous membership.**

Which means that they will continue indefinitely until such time as you provide us with written notice to cancel. (If you are a PAID IN FULL Member you will receive a renewal notice 4 weeks prior to your expiry date).

### TEENAGE MEMBERSHIP

Teenagers are welcome at Re-Creation but must respect that they are members of an adult club and should behave accordingly. Teenagers are welcome at all classes and during all hours of the club. Specific gym programs are written for teenagers by our trainers and they must adhere to these guidelines. Increasing weight without authorisation can cause damage to teenage bodies. Safety is our first concern so teenage programs can only be altered by our gymnasium instructors.

### TRANSFERS

MEMBERSHIPS ARE NOT REFUNDABLE HOWEVER WE DO ALLOW TERM MEMBERSHIPS TO BE TRANSFERRED. Please check with a Membership Director for current rates.

It is not permitted to advertise the sale of a membership on any of the club notice boards. \*A \$75 fee applies to transfers.

### BILLING CREDIT CARD/DIRECT DEBIT MEMBERSHIP

This payment system is available through credit card accounts and directly debited from your bank account. Depending on joining date, a pro rata fee may be required to cover payment until billing debits commence.

To save any confusion later, please remember the following points:

2. **Expired, Lost, Stolen or Cancelled Credit Cards** - When you receive a new credit card or if you have changed your bank account, please bring in the card or provide us with details so we can alter our records.
3. **Cancellation** - 14 days notice must be given in writing from the date of your last debit.
4. **Membership fee increases** – Prices on all membership are not frozen and may vary at any time. **There will be an annual membership increase during July of every year. Price variation does not cancel the program length commitment.**
5. **Student Fees** – Student membership rates will automatically become adult rates on their 25<sup>th</sup> birthday.
6. **Senior Fees** – Membership fees will automatically be reduced to senior rates from your 60<sup>th</sup> birthday.
7. **Teenage Fees** – Teenage membership rates will automatically become student rates on their 20<sup>th</sup> birthday.

1. **Minimum term** – If memberships are cancelled prior to a minimum term being served there is an exit fee of \$150.

After a period of two weeks, unclaimed articles are given to a worthy charity. Smaller items such as jewellery are kept at Reception.

### COOLING OFF PERIOD

Victorian Government Legislation states that five days cooling off time is to be provided. At Re-Creation we offer a '14 Day Comfort Guarantee' which means that if in the first 14 days you are not happy with your experience we will gladly refund every dollar that you have paid.

### ACCESS

Management reserves the right to restrict access to any part of the club whether for repair, upkeep and maintenance or restricted use. This includes restriction on specific areas of the club due to new classes, facilities or programs. Management will always retain total control over the standards, policies and operation of the club. This will also include the power to set the hours of operation, membership fees and all prices and charges; to establish classes of membership; to make and enforce all rules and regulations governing the affairs and conduct of the club, and its members in connection with the club.

### CLOSING TIME

The clubs premises close at specific times. Therefore members and guests are required to stop using the facilities ten minutes prior to closing times to allow time for showering etc.

## **Personal Training isn't just for celebrities!**

### **Personal Training from as little as \$20 per session.**

**SATISFACTION GUARANTEED** – Our Advanced PT TEAM are dedicated to helping you reach your goals.

**YOU ONLY HAVE KGS TO LOSE AND MUSCLE TO GAIN!**

Suzanne Dentith – Master Trainer  
0419 403 131

Steve Hayden – Master Trainer  
0423 840 887

Dom Pronesti – Advanced Trainer  
0409 258 866

Chris Cannon – Advanced Trainer  
0402 909 639

Jordan Chenery – Advanced Trainer  
0405351965

Nick Raines – Advance Trainer  
0432 159 002

