

## Refunds & transfer of membership

All memberships are non-refundable unless the refund is requested within the 7 day cooling off period. Memberships are not transferable and may only be used by the person who holds the membership

All program refunds and cancellation of memberships must be made in writing and addressed to the Centre Manager.

## Membership cancellation

Management may at any time cancel a membership if any Terms & Conditions are breached or if management deems the behaviour to be inappropriate.

## Direct debit cancellation

Direct Debit Memberships can only be cancelled by providing written notification to management at least 5 days notice in writing before the next debit day. A minimum commitment period of 3 months is required.

## Time stops

Membership time stops require formal application and approval by the centre. Time stops are only available on fitness memberships in duration of 3 months and over.

A maximum of two applications per year for 3 and 6 monthly memberships applies. Time stop periods shall be for a minimum of two weeks and a maximum of four weeks. Requests for time stop approval for periods exceeding four weeks will be considered on an individual basis by the Centre Manager.

Time stops are not available on Season Passes.

## Structured class participation

Following fitness industry guidelines persons will not be permitted to join a structured class 10 minutes after commencement time.

## Special events & service interruptions

Service interruptions or planned events may cause changes to normal services and programs. Advice will be provided one week prior to the implementation of any such change if possible.

## Trading hours

Centre trading hours are advertised and use of the facilities is available to Members within these hours. Management reserves the right to alter these hours during events or for unforeseen circumstances at any time without notice.

### Gordon Fetterplace Aquatic Centre The Parkway, Bradbury P: 4645 4040

Monday to Friday:	5.15am to 8pm
Saturday:	7.30am to 5pm (winter 3pm)
Sunday:	7.30am to 5pm (winter 3pm)
Public Holidays:	9.30am - 5pm (winter 3pm)

### Eagle Vale Central Emerald Drive, Eagle Vale P: 4645 4255

Monday to Friday:	6am to 9pm
Saturday:	7.30am to 5pm (winter 3pm)
Sunday:	7.30am to 5pm (winter 3pm)
Public Holidays:	9.30am to 5pm (winter 3pm)

### Macquarie Fields Fitness and Indoor Sports Fields Road, Macquarie Fields P: 4645 4020

Monday to Friday:	5.30am to 9pm
Saturdays & Sundays:	6am - 2pm
Public Holidays:	Closed

### Macquarie Fields Lesiure Centre Fields Road, Macquarie Fields P: 4645 4030

Monday to Friday:	6am to 8pm
Saturday:	7.30am to 5pm (winter 3pm)
Sunday:	7.30am to 5pm (winter 3pm)
Public Holidays:	9.30am to 5pm (winter 3pm)

**Summer Hours** October - March  
**Winters Hours** April - September



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## Memberships

What is included;  
All group fitness activities, fitness area access, general swimming (excluding programs).

Membership permits access to all of Council's Leisure Centres during operational hours.

## What is a family admission membership

A family membership can be defined as two adults and two children or one adult and three children residing at the same address.

Family Admission Memberships are only available as a six month membership.

## Membership payments

Our Direct Debit Memberships have two options. A monthly billing cycle or fortnightly billing cycle. Customers are able to choose which billing cycle they would prefer. Billing will continue until a member requests cancellation, as per the cancellation policy.

## Pool entry

Our Swimming Season Passes include the use of all indoor pools, outdoor pools, spa and steam room, where available. Visit Passes are non-transferable and can be purchased in lots of 10 or 20 visits.

## Clothing

Appropriate swimwear is to be worn when entering the pools and splash park. Heavy clothing items such as jeans, tracksuit pants, cargo pants, below the knee shorts, jumpers, cardigans, long skirts and shoes are not permitted in the pool water.

## Safety

Please follow the direction of staff to ensure the safety of yourself and other patrons.

## Smoking

All Campbelltown City Council's Leisure Centres are no smoking facilities.

## General information

Fee Structure;

**Adult** - Individuals 18 years and older who do not hold a valid concession card.

**Child/concession** - Reduced fees for individuals who hold a valid concession card or individuals under the age of 18 years. Permitted cards are a valid age, carer, veteran and disability card, or High School student card. (University or TAFE cards are not accepted).

**Spectator** - An adult who is responsible for supervising a child and attending the Centre and is not participating in any activity or using any of the Centres facilities.

**Family** - Admission for 2 adults and 2 children or 1 adult and 3 children.

**Age requirements** - Children under the age of 10 years of age must be supervised by a parent, guardian or competent adult at all times within any of the swimming areas.

Non-weights based group fitness classes and cardiovascular equipment age requirement is 14 years.  
Weights based group fitness classes age requirement is 16 years.

Unsupervised resistance training age requirement is 16 years.

## Membership payments by direct debit

Monthly membership fees can be paid via the direct debit billing system. Billing will continue automatically unless the member provides notification five days in writing before the next debit day. A minimum commitment period of three months applies. Please refer to the Direct Debit Service Agreement for further information.

## Fees & charges

We reserve the right to introduce or vary fees and charges for any special services or programs that fall outside the established membership structure. These changes are subject to approval from Council and will be advertised for a period of 28 days prior to their introduction. All fees and charges are reviewed annually in line with Council's budget development process.

## Change of address details

Please ensure your member details are up to date at all times. This can be done through our member portal online.

## Induction and assessment

Trained fitness staff will disclose the risks associated with training activities and fitness assessment to all persons. A person who has been informed and understands the risks will be presumed to have assumed those risks. All customers, whether casual visitor or members, must be inducted into the fitness areas prior to using the equipment.

Consultation with a medical practitioner is recommended prior to undertaking an exercise program.

## Crèche

Crèche facilities are available subject to availability and are determined by demand from Members and patrons. Bookings for crèche facilities are to be made 24 hours prior.

## Courtesy and behaviour

Members are required to abide by all terms and conditions of the membership and for entry to the Centre. Management reserve the right to prohibit further entry to any member found in breach of any of these conditions.

## Mobile phone use

Mobile phones are not to be used within the change facilities in any of Council's Leisure facilities. Members and visitors should respect other patrons when using their mobile phone in the facility.

## Professional providers

Professional fitness providers must provide their organisation details, insurance details and identify the customers that they will be supervising. Both providers and the clients require inductions when using machines within the fitness area.

## Lockers

Lockers are available for use at our facilities. Lockers remain the property of the leisure centre's. Lockers are opened and cleared at close of business. Lost or stolen keys will incur a replacement fee. Please see the centre for related fees and charges.

## Lost property

Items of value will be placed in a safe and are available for collection upon request to reception staff. We take no responsibility for any lost or stolen items while at the Centres. All items will be held for a maximum of 1 week.