

LORDS VISIT PASS TERMS AND CONDITIONS

In this application, the term 'Lords' means the City of Subiaco.

GENERAL

Rules

All visit pass holders must comply with the centre rules which are subject to change at the discretion of Lords management. From time-to-time Lords may be required to implement operational changes to comply with directions from state or federal governments or their agencies. Where relevant, members will be required to comply with those operational changes, in accordance with the directions. All members agree to have their photo taken for security purposes. Lords reserves the right to, at any time, terminate the visit pass of anyone who behaves in a manner deemed inappropriate or who does not comply with the centre rules. No refund will be issued in the event that your visit pass is cancelled as a result of breaching centre rules. Lords reserves the right to alter daily operating hours, visit pass terms and conditions, programs and services at any time.

Minimum age

Visit pass holders must be 16 years or over to use Lords health and fitness facilities independently. Persons under the age of 18 years require parent/guardian authorisation prior to membership approval.

Membership token

All Lords members must tag in with their allocated RFID token to use the facilities and services. Membership tokens are only to be used by you and cannot be transferred or provided to any other person. Tokens remain the property of Lords and may be reclaimed from members who are in default of any payment under this agreement. Lords reserves the right to refuse entry if no token is presented.

Swimming pool

Lords swimming pool is a 'Group 3' aquatic facility. Access is for members or visit pass holders only and patrons under the supervision of a qualified instructor. There is no lifeguard on duty at any time, therefore members and visit card holders are encouraged not to swim alone. When using the swimming pool, users must abide by the conditions of entry for the Lords swimming pool. Lords reserves the right to implement changes to aquatic operations in line with the Department of Health WA Code of Practice for aquatic facilities. Pool lane availability is subject to pool bookings, as reflected in the online pool lane availability chart. Lords reserves the right to change pool lane availability in accordance with aquatic bookings.

PAYMENT DECLARATION

I agree that payment for visit passes must be made upfront at the time of application. The liability for the payment under this agreement will continue notwithstanding my frequency of attendance at Lords or that I should cease to attend all together. I acknowledge that I will not be entitled to any refunds for any reason. I declare that I have read and understand all of the above provisions as well as the centre rules and regulations and agree to enter into and be bound by this agreement as a legally binding contract.

PRIVACY DISCLOSURE STATEMENT

The personal information which the City of Subiaco collects in this application form is collected to enable Lords to process your application for membership. The information is used solely within the City of Subiaco. You are able to access your personal information held by the City of Subiaco in accordance with the Lords access policy. If you do not provide the information Lords will not be able to accept your application for membership. For further information of Lords privacy and disclaimer policy, please see www.lords.com.au/privacy-and-disclaimer.

REFUNDS AND TRANSFERS

No refunds are permitted for visit passes unless they are cancelled within the cooling-off period. Lords may, at its sole discretion, permit a refund where a person has moved interstate or is unable to attend the facility due to medical reasons. All evidence and documentation supporting this request is to be submitted in writing to the Lords memberships team for approval. If approved, the remaining visits at the date of termination may be refunded. Visit passes cannot be transferred.

GYM, GROUP FITNESS OR POOL

Tag in policy

A gym, group fitness or pool visit pass will grant access to a single group fitness class or visit to the gym or the pool. The visit pass holder must tag in prior to accessing the service, one pass will be deducted for the use of each service. Should the client want to use additional services within Lords, this will be deducted as a second single access visit to group fitness, the gym, or the pool. If the online portal is used to book a group fitness class, no refunds, credits, or alternative classes will be available for missed/non attended classes.

Expiry

Gym, group fitness, or pool ten visit passes expire six months from the date of purchase. No extensions are available for visit passes and visits cannot be transferred.

PERSONAL TRAINING

Assigned trainers

Whilst we work toward ensuring continuity of a personal trainer through the duration of ten visit passes, this cannot be guaranteed. Should a client still have remaining passes but no allocated trainer, please contact the Health and Fitness Team Leader to arrange a personal trainer. No refunds will be provided for unclaimed passes upon expiry of the visit passes.

Expiry

Personal training ten visit passes expire 12 months from date of purchase. No extensions are available to visit passes and visits cannot be transferred.

Session cancellations

If a client wishes to cancel or reschedule their session, 24 hours' notice is required. If the cancellation is within the 24 hour notice period the client will be charged for the session.

Public holidays

Personal training sessions are not available on public holidays.