

24/7 EXTENDED HOURS ACCESS ETIQUETTE POLICY

With our new Fernwood Freedom pass allowing our members to access Fernwood whenever, wherever there are a few club etiquette we need all members to be aware of when utilising their Fernwood Freedom Pass.

- All members are required to swipe their Fernwood access card at the front door to enter the club during unstaffed hours. Once you arrive the monitoring system will register that there is a member in the building - video surveillance will be in action.
- Please ensure that if you are visiting a Fernwood club for the first time that you familiarise yourself with where the 24/7 Safety Station is located. This should be easily visible from the gym floor.
- We recommend that all members that are visiting a new Fernwood club for the first time, contact the club and organise a quick 10 min safety and 24/7 induction prior to your first workout. This will ensure you feel comfortable and confident working out in the club outside of staffed hours.
- If you are the only member in the club at the time of your visit, please wear a security lanyard available from the club's Safety Station. The security lanyard contains a button for a silent alarm – should you have any problems while in the club, simply use the security lanyard and security patrol will be called. Large fines for unnecessarily security lanyard pressing apply, so please use with caution and only in the event of an emergency.
- Only one member can enter the club at any one time. It is a serious breach of safety to allow other members, non-members, or children through the door with your access card, penalties will apply. Exceptions apply for those clubs who provide facilities during staffed hours for children.
- If you are under 18 years of age, you cannot use the club outside of staffed hours unless you have your parent or guardian with you. They must also be a member of the club and have 24 Hour Access as well. There may be scenarios where under 18 members have organised 24/7 access with their home club, however this will only apply for your access to your home club, not a visiting Fernwood.
- Please ensure you have familiarised yourself with the emergency exits the first time you are visiting a club.
- Staff areas, including the office and reception area, are strictly off limits; these areas are alarmed by a curtain beam during unstaffed hours. The alarm system will sound should anyone step behind or touch anything within these areas.
- Group fitness studios, reformer Pilates studios and certain areas of the gym may be locked off during unstaffed hours to ensure the safety of our members.
- Please use the water coolers to stay hydrated. All products, including bottled water, will not be available for purchase during unstaffed hours. All of our usual amenities will be available during the unstaffed hours.
- Access cards are not to be tampered with in any way, e.g. written on, engraved, stickers, etc.
- The bathroom and childminding area are not under video surveillance. We cannot guarantee your safety in these areas during unstaffed hours. Enter the bathrooms at your own risk.
- Some of our Fernwood clubs run by extended hours access, rather than full 24/7 access. Please ensure you check the Fernwood website for access times prior to visiting a new Fernwood club.

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ITEMS	CHARGES/PENALTIES
Lost locker key (Locker keys accidentally taken home to be returned within 24 hours)	\$50.00 replacement fee (price may vary from club to club)
Lost or damaged access card	Replacement fee (price may vary from club to club)
Stolen appliances / products (Merchandise, straighteners, hair dryers, kettle, toaster or any other club products)	NOT TOLERATED - Termination of membership - Police matter
Inappropriate use of gym facilities or vandalism	- Written warning - Termination of membership
False emergency call (Lanyard)	- Fee may be involved and deactivation of access card - Termination of membership if done intentionally
Entering restricted areas (staff offices and reception desk)	- \$250 fee (price may vary from club to club) - Written warning - De-activation of access card
Use of your access card by a non-member	- \$250 non-compliance fee - Possible termination of membership
Escorting non-members into the club during unstaffed hours	- \$250 non-compliance fee - Possible termination of membership
Disregarding safety bars while using the squat racks. This is for your own safety and enables the bar to rest above the bench	- Written warning - De-activation of access card
Disregarding safety clips when using the treadmills. This is for your own safety and enables the treadmill to stop immediately in case of falls/trips	- Written warning - De-activation of access card
Members under 18 not accompanied by their parent or guardian who is also a member of the club with 24 Hour Access.	- \$250 non-compliance fee - Possible termination of membership

We take your safety seriously and appreciate your compliance and co-operation with the above terms and conditions of 24 hour access and extended hours access.