

UNLEY  
SWIMMING  
CENTRE

THE CITY of  
*Unley*



# AQUAROBICS SESSIONS

TERMS AND CONDITIONS



## **Unley Swimming Centre Aqua Session Terms and Conditions**

### **General Information**

Aqua Sessions are subject to Centre bookings and are demand driven.

Occasionally the sessions will be unavailable due to carnivals and bookings. In these circumstances, information will be displayed at least one week prior and advertised on the council website, social media and at the Centre.

No sessions will be held on public holidays.

### **Bookings**

Attendance is by online booking only with sessions capped accordingly.

All Aquarobics sessions are capped at a maximum of 22 participants. Once capacity has been reached, bookings will no longer be taken.

Bookings can be made 7 days in advance via the Active World APP. A customer profile will be required prior to booking.

Payment must be made online at time of booking, either casually by credit card or by using a Group Fitness multi visit pass.

### **Payments**

#### Casually

Casual payments can be made online using the Active World APP and paid via the use of a credit / bank card.

#### Group Fitness Multi Visit Pass

The Group Fitness multi visit pass is available for purchase online using the Active World APP and at the Centre. A customer profile will be required prior to purchase.

## Cancellations

### Group Fitness Multi Visit Pass Holders

If you can no longer attend your booking, click on the “My Schedule” portal in your Active World app and select “Notify Absence” at least 2 hours prior to your scheduled session.

The allocated pass will be credited back on to their pass automatically.

**Please note: If a cancellation is made within 2 hours of the session commencing, the pass will be forfeited.**

If a session is cancelled by the Centre for any reason (*storms, instructor illness etc.*), a pass will be reinstated onto the members Multi Visit Pass.

### Casual Payments

Casual payments will not be automatically credited when the “Notify Absence” option is selected, therefore participants who pay casually for a session, will need to contact the Centre either on 8372 5456 or via the “Messenger” portal on the Active World APP, at least 2 hours prior to your scheduled session.

**Please note: If a cancellation is made within 2 hours of the session commencing, the session will be forfeited. No cash refunds are given under any circumstance.**

If a session is cancelled by the Centre for any reason (*storms, instructor illness etc.*), a credit will be placed onto the members profile for use within 12 months.

## Health Declarations

Participants are required to notify the staff of any medical conditions that may impact on their safety, wellbeing, and enjoyment.

Please discuss any health conditions of concern with staff prior to your first session.

## On Arrival

Arrive 5 minutes before the class start time.

Stop at entrance window for check in with a staff member.

If it is your first time attending a class, please let the Group Fitness Instructor know so that they can help you get started and guide as required throughout the class.

Entry will not be permitted 10 minutes after the class has started.