1. OVERVIEW
The primary purpose of the Bond University Sports Centre is to support a healthy, active, and inclusive student experience and support Bond students in achieving their goals. The Sports Centre also welcomes members of the University's alumni and staff, to further the University's objectives and help promote active lifestyles and a healthy Bond community.

Bond University Sports Centre is committed to the safety and wellbeing of all Patrons. To ensure this, certain protocols must be followed and implemented, regarding rules and regulations, and code of conduct. As such, this Policy and related Schedules must be adhered to by all Patrons of the Bond University Sports Centre.

2. THE POLICY
2.1. Membership and Access
Bond University Sports Centre offers a variety of memberships which have varying eligibility and access arrangements - see Bond University Sports Centre Membership Schedule.

Casual participants will be accepted on the payment for each facility used as per the Bond University Sports Centre Membership website.

Some of the facilities and services offered under the membership type or utilised by the public must be booked – see Bond University Sports Centre Services Schedule.

2.2. Sports Centre Conditions of Use
All Patrons of Bond University Sports Centre must conform with the Sports Centre conditions of use – see Bond University Sports Centre Conditions of Use Schedule.

Bond University reserves the right to refuse entry where a Patron fails to comply with the Sports Centre directions regarding practices or behaviour deemed to be unsafe or inappropriate by Sports Centre staff.

Bond University Sports Centre is committed to providing a superior standard of service and facilities, and as such monitors feedback in an endeavour to improve the quality of service - see Bond University Sports Centre Feedback and Complaints Schedule.

2.3. Safety and Security
Bond University has a 24 hour Campus Security company, which is responsible for on-site surveillance and public safety. Bond University Sports Centre Patrons must adhere to their instructions.

Bond University Sports Centre Patrons should take all reasonable steps to safeguard personal belongings and valuables. Lockers are made available to all Patrons for the security of their belongings. Bond University Sports Centre shall not be liable in any way for any loss, theft or damage to personal belongings or property of Bond
University Sports Centre Patrons sustained whilst at Bond University Sports Centre (including adjoining car parks) no matter how the situation arises.

Bond University Sports Centre shall not be liable in any way for any personal injury or death suffered or incurred by Bond University Sports Centre Patrons, due to use or presence at Bond University Sports Centre (including adjoining car parks), including due to the negligence of Bond University Sports Centre. (See also Bond University Sports Centre Safety and Security Schedule.)

Bond University undertakes, at regular intervals throughout each calendar year, an emergency evacuation simulation. The purpose of this simulation is to establish protocols for all Bond University staff, students, and visitors to follow in the event of an actual emergency evacuation. All emergency evacuations are to be treated as real events and as such all protocols must be followed. See Campus Map with Emergency evacuation assembly points.

3. DEFINITIONS

**Code of Conduct** A set of rules that ensure appropriate standards of trading are maintained within the Fitness Industry.

**Patron** A person to whom a product or service provided by Bond University Sports Centre is offered or provided.

4. RELATED PROCEDURES, GUIDELINES, SCHEDULES, AND FORMS

- Bond University Sports Centre Membership Schedule
- Bond University Sports Centre Services Schedule
- Bond University Sports Centre Conditions of Use Schedule
- Bond University Sports Centre Safety and Security Schedule
- Feedback and Complaints Schedule
- Definitions Schedule
- Fair Trading (Code of Practice – Fitness Industry) Regulation 2003
- Fitness Australia Policies and Guidelines

Sports Centre Membership Agreement
Staff Spouse/Dependant Sports Centre Membership Application
Bond Sports Centre Feedback/Complaints Form
Bond University Sports Centre Incident Report
BOND UNIVERSITY SPORTS CENTRE MEMBERSHIP SCHEDULE

Applicability | All Bond University Sports Centre Patrons
Contact person | General Manager - Sport Operations
Date of approval | 
Date last amended | 
Related policies | Bond University Sports Centre Policy (Issue 1)

Bond University Sports Centre offers a variety of memberships which have varying eligibility to each membership type along with varying facilities and the services offered under these membership types.

Bond University Sports Centre has the right to refuse membership to a new Patron, if the Patron refuses to sign the Bond University Sports Centre Membership Agreement.

Bond University Sports Centre public memberships are recorded per the calendar months. Bond University will not stop and start memberships due to low usage. For the purposes of this Schedule, a Semester membership runs by the academic calendar, and commences on the Monday of Orientation Week and expires on the Sunday prior to the commencement of the following Orientation Week.

Any incidental maintenance, University requirements of an area, or public holidays will not justify or be accepted as an extension on membership term.

Bond University Sports Centre management makes the final decision regarding membership.

1. MEMBERSHIPS TYPES
   1.1. Staff Membership - Bond University and Bond University College Staff
      1.1.1. All current full-time, part-time, and casual Academic, Teaching and Professional Staff are eligible to full access to the Sports Centre facilities.
      1.1.2. Eligibility to membership will cease when the Staff Member's employment ceases unless otherwise advised by Bond University management.

   1.2. Staff Spouse / Dependents Membership
      1.2.1. All Bond University and Bond University College full-time and part-time Academic, Teaching and Professional Staff are eligible for Spouse / Dependant discounted memberships based on the following criteria:
      ▪ A Spouse of the Staff Member must reside at the same residential address as the Staff Member.
      ▪ The Dependant of a Staff Member must reside at the same residential address as the Staff Member and not be financially independent.
      1.2.2. Spouse / Dependents of casual Staff Members are not entitled to Spouse / Dependant Memberships.
      1.2.3. A Bond University Spouse / Dependant Membership Form must be completed by the Staff Member and approved by the Director of Human Resources or delegate.
      1.2.4. Commencement date of Spouse/Dependant Memberships will be at the commencement of Orientation Week with all Spouse/Dependant Memberships expiring the Sunday prior to commencement of the following Orientation Week. Approval is required each University semester as per above.
      1.2.5. Membership is only current whilst the Staff Member is currently employed in the terms outlined. An existing membership will cease at the end of the semester in which the employment ceases.
      1.2.6. A maximum of two (2) spouse/dependent memberships will be permitted per Staff Member per University semester.
      1.2.7. No suspension for holidays or extensions are permitted for Staff Spouse/Dependant Memberships.
      1.2.8. The discounted membership is not available outside the above criteria.

   1.3. Student Membership - Bond University and Bond University College Students
      1.3.1. Bond University and Bond University College students are eligible to full access to the Sports Centre facilities on producing their current student identity card.

   1.4. Alumni Membership – Bond University Graduates
      1.4.1. Bond University Alumni are entitled to a discounted membership to full access of the Sports Centre facilities.
      1.4.2. Alumni Memberships are gained through producing proof that the individual has completed their qualification and successfully graduated, for example a copy of their graduation certificate.
      1.4.3. Commencement date of Alumni Memberships will be at the commencement of Orientation Week with all Alumni Memberships expiring the Sunday prior to commencement of the following Orientation Week.
      1.4.4. No suspension for holidays or extensions are permitted for Alumni Memberships.
1.5. Public Membership
Sports Centre membership is available to external community members who pay a membership fee to access the facilities. There are a variety of membership types – see Section 2 below.

- Bond University Sports Centre Public Membership is for twelve (12) calendar months. Bond University will not stop and start memberships due to low usage.
- Any incidental maintenance, University requirements of an area, or public holidays will not justify or be accepted as an extension on membership term.
- Suspension and termination of Bond University Sports Centre Memberships will be considered in accordance with the pre-determined conditions and as outlined in the Fair Trading (Code of Practice – Fitness Industry) Regulation 2003 and conditions set out below.
- Bond University Sports Centre Management makes the final decision regarding membership

1.5.1. Suspension of Membership Agreement
1.5.1.1. Due to Holiday Commitments
- Suspension of a membership with Bond University Sports Centre is permitted if the Patron is unable to access the services supplied under the agreement.
- The maximum length of the suspension of the membership is four (4) weeks.
- The Patron must hand their Bond University Sports Centre membership card in to reception prior to their vacation and provide a return date.
- A new membership card with the extended date will be issued on returning to the facilities and recommencing the membership term.
- Time will only be added to the membership if this process is followed.
- Time will not be added if Bond University Sports Centre is advised after the fact.
- No additional fee is incurred if the length of suspension is adhered to.

1.5.1.2. Due to Sickness or Physical Incapacity
- Suspension of membership with Bond University Sports Centre is permitted if the Patron cannot use the service supplied under the agreement because of permanent sickness or physical incapacity.
- The Patron suspends the membership by providing Bond University Sports Centre with a medical certificate stating that the Patron cannot use the service because of the Patron’s sickness or physical incapacity.

1.5.2. Termination of Membership Agreement
1.5.2.1. By Bond University
Bond University reserves the right to terminate a membership where a Patron fails to comply with the Sports Centre directions regarding practices or behaviour deemed to be unsafe or inappropriate.

1.5.2.2. Due to Permanent Sickness or Physical Incapacity
- Termination of a membership with Bond University Sports Centre is permitted if the Patron cannot use the service supplied under the agreement because of permanent sickness or physical incapacity. The Patron terminates the membership due to permanent sickness or physical incapacity by providing Bond University Sports Centre with the following:
  - Written notice of the termination; and
  - A medical certificate stating that the Patron cannot use the service because of the Patron’s permanent sickness or physical incapacity.
- Termination due to sickness or physical incapacity will not incur the administrative fee normally charged.

1.5.2.3. Within Cooling Off Period
- A Patron may terminate a membership with Bond University Sports Centre during the cooling off period. Bond University will refund the fees paid by the Patron less:
  - Services honoured within the cooling off period incurred at casual rates; and
  - Bond University Sports Centre’s administration fee.
- To terminate a membership within the cooling off period, the Patron must supply Bond University Sports Centre management a written notice of termination with the same signature as the membership agreement.
2. MEMBERSHIP FEES

<table>
<thead>
<tr>
<th>Membership Type</th>
<th>Fee (inclusive of GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond Staff membership</td>
<td>Nil</td>
</tr>
<tr>
<td>Bond Student membership</td>
<td>Nil</td>
</tr>
<tr>
<td>Bond Staff Spouse / Dependants membership</td>
<td>$200 per semester</td>
</tr>
<tr>
<td>Bond Alumni membership</td>
<td>$200 per semester</td>
</tr>
<tr>
<td>Public memberships:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Full membership</td>
<td>$1,350 for 12 months</td>
</tr>
<tr>
<td>Off peak membership (opening time to 2pm)</td>
<td>$945 for 12 months</td>
</tr>
<tr>
<td>Emergency Services membership</td>
<td>$200 per semester</td>
</tr>
<tr>
<td>Returned Services membership</td>
<td>$200 per semester</td>
</tr>
<tr>
<td>Deep Water Running membership</td>
<td>$675 for 12 months</td>
</tr>
<tr>
<td>M&amp;M Club membership</td>
<td>$675 for 12 months or $10 per casual class</td>
</tr>
</tbody>
</table>

See also Bond Sports Centre Membership website.

2.1. Casual Usage Fees
Accompanying guests of Staff Sports Centre Members, Staff and Students may utilise the Sports Centre on a casual basis at a rate of $25 per entry.

There is no casual access to the pool or classes available for non-Student or non-Staff Members.

3. REFUNDS
3.1. All refunds are at the discretion of the Sports Centre management and, if granted, will be based on the pro-rated fee.

3.2. Refunds will only be made to the Patron who is listed and signed as a member of the Sports Centre.

4. RELATED FORMS
Sports Centre Membership Agreement
Staff Spouse/Dependant Sports Centre Membership Application
BOND UNIVERSITY SPORTS CENTRE SERVICES SCHEDULE

<table>
<thead>
<tr>
<th>Applicability</th>
<th>All Bond University Sports Centre Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact person</td>
<td>General Manager – Sport Operations</td>
</tr>
<tr>
<td>Date of approval</td>
<td></td>
</tr>
<tr>
<td>Date last amended</td>
<td></td>
</tr>
<tr>
<td>Related policies</td>
<td>Bond University Sport Centre Policy (Issue 1)</td>
</tr>
</tbody>
</table>

Bond University Sports Centre full membership benefits include:

- Access to fully equipped gymnasium
- On-going gym programming
- Entry to group exercise classes
- 50 metre heated Olympic size swimming pool
- Heated spa
- Sports hall facilities
- Tennis Courts, Squash Courts, Beach Volleyball Courts

Some membership types have limited access to the facilities listed above. The following facilities and services must be pre-booked:

1. **TENNIS COURT**
   1.1. The Tennis Court facilities are available to current Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students free of charge as an entitled membership benefit.
   1.2. The Tennis Court facilities are available to casual visitors at a charge.
   1.3. The Tennis Court facilities are available to outside groups to book at an additional cost.
   1.4. Bond University Sports Centre has the right to request an identity card as security, prior to allowing a Patron key access to the Tennis Courts.
   1.5. If a person or organisation is caught illegally accessing the Tennis Courts, Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.
   1.6. Bond University Sports Centre members, Bond University students and staff are entitled to a 3-day advance booking privilege. Casual Patrons are entitled to a 1-day advance booking privilege.
   1.7. Maximum length that Tennis Courts can be reserved by Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students is three (3) hours.
   1.8. Tennis Court facilities can be used as a multipurpose sporting facility as determined by Sports Centre management.

2. **SQUASH COURTS**
   2.1. The Squash Court facilities are available to current Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students free of charge as an entitled membership benefit.
   2.2. The Squash Court facilities are available to casual visitors at a charge.
   2.3. Bond University Sports Centre has the right to request an identity card as security, prior to allowing a Patron key card access to the Squash Courts.
   2.4. If a person or organisation is caught illegally accessing the Tennis Courts, Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.
   2.5. Bond University Sports Centre members, Bond University students and staff are entitled to a 3-day advance booking privilege. Casual Patrons are entitled to a 1-day advance booking privilege.
   2.6. Maximum length that Squash Courts can be reserved by Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students is one (1) hour.

3. **SPORTS HALL**
   3.1. The Sports Hall facilities are available to current Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students free of charge as an entitled membership benefit.
   3.2. The Sports Hall facilities are available to outside groups to book at an additional cost.
   3.3. Bond University Sports Centre has the right to request an identity card as security prior to allowing a Patron key card access to the Sports Hall.
   3.4. If a person or organisation is caught illegally accessing the Sports Hall, Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.
3.5. Bond University Sports Centre members, Bond University students and staff are entitled to a 3-day advance booking privilege.

3.6. Maximum length an area of the Sports Hall can be reserved by Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students is two (2) hours.

4. GROUP EXERCISE CLASSES
4.1. Group Exercise Rooms are made available to Bond University Sports Centre members, Bond University staff, staff spouse/dependants, alumni, and students on a yearly basis via the aerobics program.

4.2. Group Exercise Room facilities are only available to outside organisations to book at an additional cost.

4.3. If a person or organisation is caught illegally accessing the Group Exercise Rooms Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.

4.4. Bond University Sports Centre shall offer a regular timetable of a variety of Group Exercise classes. The Bond University Sports Centre Group Exercise timetable may be reduced or increased to coincide with demands or the availability of facilities.

4.5. The minimum number of Patrons required to constitute a Bond University Sports Centre class being held is three (3) people. If a class is cancelled casual Patrons will receive a refund for that class.

4.6. For the safety of all Patrons, no entry to any Bond University Sports Centre Group Exercise class (including Aqua/Deep Water Running) will be granted after the class has commenced.

4.7. No entry to any Bond University Sports Centre Group Exercise class (including Aqua/Deep Water Running) will be granted unless a class token is presented by the Patron to the instructor.

5. POOL LANE BOOKING
5.1. The Swimming Pool lanes are available to outside organisations to book at an additional cost.

5.2. If a person or organisation is caught illegally accessing the Swimming Pool area Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.

6. GROUP BOOKING OF FACILITIES
6.1. Outside organisations or group bookings are accepted on an individual contractual basis.

6.2. A group booking of Bond University Sports Centre facilities can only be held by a group that consists of four (4) or more people who will use the facility to be booked concurrently.

6.3. The minimum booking is for one (1) hour. External organisations, who wish to book Bond University facilities, are required to adhere to certain booking protocols detailed below.

6.4. External users will be requested to provide evidence of a current public liability certificate of at least $10 million or $5 million for Swim Squad Trainers, prior to any booking reservations being accepted.

6.5. Bookings for use of the AFL and Rugby fields should also be registered with the Bond University Sports Centre, which has responsibility for coordinating all bookings for the use of these fields.

6.6. The entity making the booking must nominate Bond University and its interested parties specifically on its policy and to provide a copy of same. This must be provided at least thirty (30) days prior to the event date.

6.7. Bond University Sports Centre has the right to request the completion of a signed agreement prior to the commencement date of the reservation.

6.8. A booking is only tentative until a signed agreement and current public liability certificate are produced and the Bond University Sports Centre has confirmed the booking in writing.

6.9. Sports Centre staff must undertake to ensure that Patrons of the Sports Centre observe University parking and other relevant regulations. Upon booking confirmation, parking rules and other relevant University regulations will be advised to the person/group.

7. GROUP BOOKING FEES AND PAYMENTS
7.1. Fees are due and payable at the time of booking and must be paid in full prior to the use of the facility.

7.2. No confirmation of reservation will be made by Bond University Sports Centre until full payment for that booking and any other outstanding amounts due and payable by the hirer have been paid, or a signed agreement has been made.

7.3. If a signed agreement has been made Bond University will invoice the Patron for payment.

8. GROUP BOOKING CANCELLATION OR ALTERATION OF RESERVATIONS
8.1. Any proposed alterations to reservations must be discussed with and approved by Bond University Sports Centre management before they are acceptable.

8.2. Cancellations by outside organisations, including school groups, will be provided with the following refunds:

<table>
<thead>
<tr>
<th>Cancellations 30 days or more before the event</th>
<th>100% refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellations between 14 days &amp; 29 days before the event</td>
<td>80% refund</td>
</tr>
<tr>
<td>Cancellations between 7 days &amp; 13 days before the event</td>
<td>50% refund</td>
</tr>
<tr>
<td>Cancellations less than 7 days</td>
<td>No refund</td>
</tr>
</tbody>
</table>
8.3. Notice of cancellation or alteration to a reservation must be supplied in writing to Bond University Sports Centre.

8.4. Bond University Sports Centre has the right to modify a reservation to accommodate Bond University in the event of, but not limited to:

(a) modified trading hours;
(b) special events;
(c) maintenance works; or
(d) other unforeseen circumstances which prevent the facility being made available.

9. **ADDITIONAL SERVICES OUTSIDE MEMBERSHIP BENEFITS**

9.1. Bond University Sports Centre offers a number of extra services outside the parameters of a membership. These include Nutrition Consultations, Personalised Training, and Fitness Assessments. As an additional service these incur fees and adhere to certain regulations.

9.2. Bond University Sports Centre Consultations are provided by a fully qualified employee, who has no less than the minimum standard of qualifications as required by the Industry Standards.

9.3. Appointments are to be made in advance and based on availability of such staff. Payment must be made prior to the appointment commencing.

9.4. Bond University Sports Centre shall charge a penalty fee if a Patron does not give 24 hours’ cancellation notice. If an appointment is cancelled within 24 hours by Bond University payment for the next session will be complementary.

10. **RELATED FORMS**
## BOND UNIVERSITY SPORTS CENTRE CONDITIONS OF USE SCHEDULE

<table>
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</tr>
</tbody>
</table>
| Related policies            | Bond University Sport Centre Policy (Issue 1)  
University Student Handbook – Student Code of Conduct and Sports Code of Behaviour |

1. **ENTRY**
   1.1. All Patrons of Bond University Sports Centre, that is members, Bond University staff, staff spouse/dependants, students, and alumni, and casual users, are required to swipe in on entry.
   1.2. Bond University Sports Centre has the right to refuse entry if proof of Bond University Sports Centre membership, Bond University student or Bond University staff status is not produced. If proof is not produced, a casual fee applies. Persons caught illegally accessing any area of the Bond University Sports Centre, that is not swiping in, producing payment or a Bond University Sports Centre membership card or Bond University student or staff identity card, will be removed from campus.
   1.3. Bond University has the right to remove or revoke Bond University Sports Centre membership privileges or refuse future entry for such incidents.
   1.4. All Patrons of Bond University Sports Centre must abide by the rules and regulations of Bond University.
   1.5. Bond University reserves the right to refuse entry where a Patron fails to comply with the Sports Centre directions regarding practices or behaviour deemed to be unsafe or inappropriate by Sports Centre staff.

2. **CLOTHING REQUIREMENTS**
Bond University Sports Centre has the right to refuse entry if Patrons do not have the correct clothing in the Gymnasium, Sports Hall, Squash Courts, and Group Exercise Rooms. This entails:

- completely closed in footwear, with non-marking soles in Squash Courts and Sports Hall;
- a towel to ensure hygienic standards are upheld;
- clothing on both upper and lower parts of the body;
- no female topless bathing in the Swimming Pool and Spa areas.

3. **HEALTH DETAILS**
   3.1. Bond University Sports Centre has the right to request a Patron’s health background, in the form of a Pre-Exercise Questionnaire prior to allowing access to any areas of the Sports Centre. It is the responsibility of the client to produce updates to their health profile.
   3.2. Bond University Sports Centre has the right, in their professional opinion, to ask for a Doctor’s clearance from any client prior to entry to the Sports Centre facilities. All health details must be revealed on request.

4. **CODE OF CONDUCT**
   4.1. Swearing, abusive, loud, or aggressive behaviour will not be tolerated in any area of the Bond University Sports Centre facility. Bond University has the right to remove any Patron and cancel their membership rights if this is not adhered to.
   4.2. Patrons and their guests are not permitted to instruct or guide Patrons on exercise prescription or the use of equipment. Except with the permission of the Bond University Sports Centre management, any business, including Personal Training, is not permitted to operate, or offer for sale, lease, hire or solicit any goods or services in any area of the Sports Centre facilities.
   4.3. Alcohol must not be consumed within Bond University Sports Centre facilities.

5. **AGE RESTRICTIONS**
   5.1. Bond University Sports Centre has the right to refuse entry to any person under the age of 15 years of age to areas of the Centre such as the Gymnasium and Group Exercise Rooms (as per Industry Guidelines).
   5.2. Bond University Sports Centre does not provide a child care facility, and as such shall not allow Patrons under the age of 15 years to be left unattended within any area of Bond University Sports Centre facilities (as per Industry Guidelines).
   5.3. Bond University Sports Centre has the right to refuse entry to Patrons under the age of 13 years who do not have parental supervision, whilst attending Bond University Sports Centre Swimming Pool facilities (as per Industry Guidelines).
   5.4. Bond University Sports Centre has the right to request that children under the age of 13 years are accompanied by an adult in change rooms at all times and to refuse entry to Patrons over the age of 6 years, from entering the opposite gender change rooms.
6. GROUP BOOKINGS
6.1. Unauthorised Use of Facilities
6.1.1. If a coach/group leader is found coaching anyone in an area/s for which a booking has not been made, Bond University Sports Centre has the right to issue a warning and the coach/group leader must immediately relocate members of their group to the area/s allocated. If the hirer does not relocate they will be charged an area’s specific fee, which must be paid before the end of that same day. Failure to pay this amount automatically suspends all future reservations.
6.1.2. In any subsequent instance, Bond University Sports Centre has the right to cancel the hirer’s future reservations without any obligation to refund any prepaid amounts.
6.1.3. Persons are not permitted to solicit or operate a business within the Bond University Sports Centre facilities unless approved by the Sports Centre Manager. External Personal Training businesses, coaches and physiotherapists are not permitted to operate within the Centre.

6.2. Entry and Record of Attendance
6.2.1. The coach/leader of the group must enter the facility via the Sports Centre reception area and sign the attendance register on behalf of their group.
6.2.2. Group members must not enter the facility until the coach/leader has signed the attendance register.
6.2.3. The Bond University Sports Centre may request that all group members sign an attendance sheet which, if required, will be issued to the coach/leader.
6.2.4. Coaches and group leaders must not enter the Sports Centre office area unless invited.

6.3. Food and Beverage Consumption
No food or drink may be sold or provided by the organisation without first obtaining the permission of the Bond University Food and Beverage Department and the express permission of Bond University Sports Centre management.

6.4. Change Room and Toilet Facility Use
Bond University Sports Centre has the right to request that the condition of the change rooms are checked before the organisation vacates, and the hirer tidies any mess that may have occurred during this time.

6.5. Electricity Supply
6.5.1. No organisation has the authority to plug in or use any mains electrical power supply in Bond University unless prior permission is obtained.
6.5.2. Any electrical items that are to be used may be subject to inspection to ensure electrical safety compliance.

6.6. Group Bookings First Aid and Safety
6.6.1. Any organisation using Bond University facilities is responsible for supplying all first aid.
6.6.2. Any incidents must be reported to Bond University Sports Centre management within 24 hours, and completion of a Bond University Sports Centre Incident Report is required.

6.7. Alteration to Buildings and Land
6.7.1. Any organisation reserving Bond University Sports Centre facilities shall not alter any University building, land, or structure in any way without first obtaining specific permission. This includes, but is not limited to: nailing, screwing, using adhesive, painting, or drawing on any building surface, tree, or fixture, covering any light, fire detection or power supply fitting, restricting access to any doorway, corridor, roadway, or path.
6.7.2. Any organisation reserving the Bond University Sports Centre facilities shall not deviate in any way from any given approval, without first seeking approval from Bond University Sports Centre management to do so.

7. RELATED FORMS
Pre-Exercise Questionnaire (on the Membership Agreement)
Bond University Sports Centre Incident Report
BOND UNIVERSITY SPORTS CENTRE SAFETY AND SECURITY SCHEDULE

Applicability: All Bond University Sports Centre Patrons

Contact person: General Manager – Sport Operations

Date of approval: 

Date last amended: 

Related policies: Bond University Sport Centre Policy (Issue 1)

1. SAFETY

1.1. Bond University Sports Centre is committed to the safety and wellbeing of all Patrons. To ensure this, certain protocols must be followed and implemented, regarding pre-exercise questionnaires, rules and regulations, and code of conduct. As such, this Schedule must be adhered to by any Patron of Bond University Sports Centre.

1.2. Any incidents must be reported to Bond University Sports Centre management within 24 hours, and completion of a Bond University Sports Centre Incident Report is required.

1.3. Indemnification of Bond University

1.3.1. It is a condition of use of Bond University's land, waterways, facilities and other property, that Bond University Limited and subsidiary companies, their directors, servants and agents, are absolved from all liability from injury or death, however sustained to any person and are also absolved from any damage or loss however sustained to any person's property that arises before, during or after this event due to any negligent act, breach of duty, default and/or omission on the part of this University, its directors, servants or agents.

1.3.2. Any individual or group who uses Bond University's land, waterways, facilities and other property shall do so only on the distinct understanding that they do so at their own risk.

1.3.3. Bond University may also require each event entrant and/or spectator to sign a similar indemnity, in which case, prior notice will be given by Bond University.

1.3.4. The organisation must nominate Bond University and its interested parties specifically on its policy and to provide a copy of same.

1.4. Lifeguards

Bond University Sports Centre does not provide life guards to supervise Patrons' safety whilst they are in the Swimming Pool. Any organisation reserving pool lanes must ensure they take adequate precaution in this area.

2. SECURITY

Any organisation reserving Bond University Sports Centre facilities will be required to follow all instructions given by Bond University Security or other authorised officer of Bond University.

3. RELATED GUIDELINES AND FORMS

Bond University Sports Centre Feedback/Complaints Form

Bond University Sports Centre Incident Report

Fair Trading (Code of Practice – Fitness Industry) Regulation 2003

Fitness Australia Standards and Guidelines
BU Sports Centre Feedback and Complaints Schedule

1. **FEEDBACK/COMPLAINTS**
Bond University Sports Centre Patrons have the right to lodge feedback or a complaint regarding dissatisfaction with Bond University Sports Centre facilities or services.

Feedback and/or complaints regarding Bond University Sports Centre’s facilities or service can be done in either written or in oral form.
- Written: Completion of Bond University Sports Centre Feedback/Complaints Form
- Oral: By appointment with The General Manager, Sport Operations.

Bond University Sports Centre’s commitment is to respond within 48 business hours to any feedback or complaint about its facilities or services, and to seek to resolve the issue to the satisfaction of both parties.

Bond University Sports Centre commits to investigating all feedback and/or complaints lodged.

All feedback and/or complaints lodged with Bond University Sports Centre shall be initially investigated by Bond University Sports Centre management. If the issue cannot be resolved to the satisfaction of both parties; the Patron has the right to follow the Bond University Sports Centre Dispute Resolution Process (see Clause 1.2 below).

1.1. **Complaint Process**
The complaint process recognises the need to be fair to both parties. The process is based on the Patron’s right to:
- a) be heard;
- b) know whether Bond University Sports Centre’s relevant product and service guidelines have been followed;
- c) provide and request all relevant material to support the complaint;
- d) be informed of the criteria and processes, including the avenues for further review, applied by Bond University Sports Centre;
- e) be informed of the response of Bond University Sports Centre;
- f) be informed of Bond University Sports Centre’s decision and the reasons for that decision;
- g) know that the complaint is being reviewed independently where possible;
- h) confidentiality, if requested.

Bond University Sports Centre shall have the right to:
- a) gather sufficient detail about the complaint to enable Bond University Sports Centre to properly investigate and respond to the complaint;
- b) place all relevant material before the person investigating the complaint;
- c) be informed of the decision and the reason for the decision.

1.2. **Dispute Resolution Process**
Bond University Sports Centre has the right to request that the formal process of handling the initial complaint has been followed prior to implementing the Dispute Resolution Process.

Dispute Resolution shall be at no charge to the complainant, subject to statutory or legal requirements.

Bond University Sports Centre’s Dispute Resolution Process is as follows:

1. Sports Centre Floor Manager
2. General Manager, Sport Operations
3. Executive Director of Sport
4. Fitness Australia
5. Legal Initiatives.

2. **RELATED GUIDELINES AND FORMS**
Bond University Sports Centre Feedback/Complaints Form
Fair Trading (Code of Practice – Fitness Industry) Regulation 2003
Fitness Australia Policies and Guidelines
## DEFINITIONS SCHEDULE

<table>
<thead>
<tr>
<th><strong>Abusive Behaviour</strong></th>
<th>Conduct and language that is offensive, antagonistic, or forceful to other Bond University Sports Centre Patrons or staff.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alumni</strong></td>
<td>A title given to a person who has graduated with a Bond higher education qualification.</td>
</tr>
<tr>
<td><strong>Aqua/Deep Water Running</strong></td>
<td>A supervised low impact workout within the Bond University Fitness Centre Swimming Pool involving simulated running and exercise activities. Supervision is by a qualified Bond University Sports Centre employee.</td>
</tr>
<tr>
<td><strong>Code of Conduct</strong></td>
<td>A set of rules that ensure appropriate standards of trading are maintained within the Fitness Industry.</td>
</tr>
<tr>
<td><strong>Complainant</strong></td>
<td>Person or organisation making a complaint.</td>
</tr>
<tr>
<td><strong>Complaint</strong></td>
<td>Any expression of dissatisfaction with a product or service offered or provided by Bond University Sports Centre.</td>
</tr>
<tr>
<td><strong>Cooling Off Period</strong></td>
<td>The time in which a new Bond University Sports Centre member must terminate their membership if they are not satisfied with Bond University Sports Centre’s facilities or services. A cooling off period of 7 days applies to all memberships. The cooling off period commences from the commencement date of the membership, with the cooling off period ending at the close of business for the end date of the cooling off period.</td>
</tr>
<tr>
<td><strong>Dependant</strong></td>
<td>A relative who is financially reliant on and residing at the same residential address as a current Bond University Staff Member.</td>
</tr>
<tr>
<td><strong>Dispute</strong></td>
<td>A pursued unsatisfied complaint.</td>
</tr>
<tr>
<td><strong>Fitness Assessment</strong></td>
<td>A service offered by Bond University Sports Centre which provides an accurate assessment of a Patron’s current fitness level, carried out by a qualified Bond University Sports Centre Certificate IV employee.</td>
</tr>
<tr>
<td><strong>Group Exercise Classes</strong></td>
<td>Organised group exercise activity that involves exercise to music within a controlled supervised environment. Supervision is by a qualified Bond University Sports Centre Certificate III or IV employee.</td>
</tr>
<tr>
<td><strong>Membership Agreement</strong></td>
<td>A set contract in which a member of Bond University Sports Centre signs and agrees to, outlining rules and regulations of Bond University Sports Centre.</td>
</tr>
<tr>
<td><strong>Nutrition Consultation</strong></td>
<td>A service offered by Bond University Sports Centre providing information regarding food intake within a Patron’s diet, carried out by a qualified Bond University Sports Centre Food Coach employee.</td>
</tr>
<tr>
<td><strong>Patron</strong></td>
<td>A person to whom a product or service provided by Bond University Sports Centre is offered or provided.</td>
</tr>
<tr>
<td><strong>Personalised Training</strong></td>
<td>A service offered by Bond University Sports Centre which provides a personalised exercise session, carried out by a qualified Bond University Sports Centre Certificate IV employee.</td>
</tr>
<tr>
<td><strong>Pre-Exercise Questionnaire</strong></td>
<td>A feedback form which outlines a client’s health needs, concerns and any medication currently prescribed and any previous injuries.</td>
</tr>
<tr>
<td><strong>Semester</strong></td>
<td>For the purposes of this Policy, a semester commences on Monday of Orientation Week and finishes on the Sunday prior to commencement of the following Orientation Week.</td>
</tr>
<tr>
<td><strong>Sickness or Physical Incapacity</strong></td>
<td>To be affected with a physical or mental impairment which is deemed, by a qualified physician, to impair ones’ ability to continue a Bond University Sports Centre membership.</td>
</tr>
<tr>
<td><strong>Sports Centre Membership</strong></td>
<td>The style of membership that Bond University Sports Centre offers, including facilities such as Tennis, Aqua/Deep Water Running and Group Exercise Classes, lap swimming, weights, saunas, and indoor sports facilities.</td>
</tr>
<tr>
<td><strong>Spouse</strong></td>
<td>An adult person who is residing with a current full-time/part-time Bond University Staff Member in a stable and continuing relationship.</td>
</tr>
</tbody>
</table>