

 <b>BOND UNIVERSITY</b>	<b>BOND UNIVERSITY SPORTS CENTRE POLICY</b>
Contact Officer	Sports Centre Manager
Date First Approved	31 March 2006
Approval Authority	Director, Campus Life
Date of Next Review	15 March 2025

### 1. PURPOSE AND OBJECTIVES

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 health, fitness, and wellness goals. The Sports Centre also welcomes members of the University’s Staff, Staff Spouse/Dependents, Alumni and Bond Sporting Teams.

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. AUDIENCE AND APPLICATION

All Bond University Sports Centre Patrons

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
All patrons	Clause 4.1 Must adhere to Membership Schedule
	Clause 4.2 Must adhere to Conditions of Use Schedule
	Clause 4.3 Must adhere to Safety and Security Schedule

### 4. POLICY STATEMENT

#### 4.1. 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](#).

Some of the facilities and services offered must be booked – see [Bond University Sports Centre Services Schedule](#).

#### 4.2. 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 to anyone, including but not limited to, 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](#).

#### 4.3. 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

members 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](#).

## 5. DEFINITIONS, TERMS, ACRONYMS

- 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.

## 6. RELATED DOCUMENTS

- [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](#)  
[Student Code of Conduct Policy](#)  
[Fair Trading \(Code of Practice – Fitness Industry\) Regulation 2003](#)  
[AUSactive Policies and Guidelines](#)  
[AS ISO 10002, 2006 Customer Satisfaction: Guidelines for Complaints Handling in Organisations](#)  
[Sports Centre Membership Agreement](#)  
[Bond Sports Centre Feedback/Complaints Form](#)  
[Bond University Sports Centre Incident Report](#)

## 7. MODIFICATION HISTORY

Date	Sections	Source	Details
15 March 2022			

# BOND UNIVERSITY SPORTS CENTRE MEMBERSHIP SCHEDULE

<b>Applicability</b>	All Bond University Sports Centre Patrons
<b>Contact person</b>	Sports Centre Manager
<b>Date of approval</b>	31 March 2006
<b>Date last amended</b>	15 March 2022
<b>Related policies</b>	<a href="#">Bond University Sport Centre Policy</a>

Bond University Sports Centre offers memberships to Bond University Students, current Staff, Staff Spouse/Dependants, eligible Alumni and Bond University Sporting Clubs.

All Patrons must agree to the Bond University [Sports Centre Membership Agreement](#) as a condition of membership.

Bond University Sports Centre has the right to refuse any new membership or renewal of membership.

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. Student Membership - Bond University and Bond University College Students

1.1.1. Bond University and Bond University College students are eligible to full access to the Sports Centre facilities on Payment of their Student Services and Amenity Fee (SSAF), in the current semester, and upon producing their current student identity card.

1.1.2. Student membership commences on the Monday of Orientation Week and expires on the Sunday prior to the commencement of the following Orientation Week, unless:

- 1.1.2.1. SSAF fees remain unpaid – no access to Sports Centre facilities;
- 1.1.2.2. Student withdrawn from study - membership ceases at the withdrawal date;
- 1.1.2.3. Student was suspended from study - membership ceases at the suspension date;
- 1.1.2.4. Specific disciplinary conditions apply;
- 1.1.2.5. Staff membership is not available on a pro rata basis.

### 1.2. Staff Membership - Bond University and Bond University College Staff

1.2.1. All current full-time, part-time, and casual Academic, Teaching and Professional Staff (including Honorary Adjunct staff – eligibility must be confirmed each semester) are able to purchase a discounted Staff Membership to the Sports Centre.

1.2.2. Full-time Bond Security Officers are eligible to discounted Staff Membership to the Sports Centre facilities (eligibility must be confirmed by the Campus Security Manager each semester).

1.2.3. Eligibility to the Staff Membership will cease when the Staff Member's employment ceases unless otherwise advised by Bond University management.

1.2.3.1. Semester Staff Membership commences on the Monday of Orientation Week and expires on the Sunday prior to the commencement of the following Orientation Week

1.2.4. Full-time and part-time Academic, Teaching and Professional Staff may pay the membership fees upfront or through ongoing payroll deduction (refer to the Membership Agreement form for full details).

1.2.5. Staff Membership is not available on a pro rata basis.

1.2.6. Staff must give a minimum two (2) weeks' notice in writing to cancel Membership.

1.2.7. No suspension for holidays or extensions are permitted for Staff Memberships.

1.2.8. Cost of membership is shown in Clause 3.

### 1.3. Staff Spouse/Dependants Membership

1.3.1. [Spouses/Partners](#) and [Dependant](#) children (over 15 years) of Bond University and Bond University College full-time and part-time Academic, Teaching and Professional Staff are eligible for Spouse/Dependant Memberships. Staff Spouse/Dependants must be living at the same address as the Staff Member.

1.3.2. Spouse/Dependants of casual Staff Members are not entitled to Spouse/Dependant Memberships.

1.3.3. A Bond University Spouse/Dependant Membership Form must be completed by the Staff Member and approved by the Director of Human Resources or delegate.

1.3.4. 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.

- 1.3.5. 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.
- 1.3.6. A maximum of two (2) Spouse/Dependant memberships will be permitted per Staff Member per University semester.
- 1.3.7. Membership is not offered on a pro rata basis.
- 1.3.8. No suspension for holidays or extensions are permitted for Staff Spouse/Dependant Memberships.
- 1.3.9. Cost of membership is shown in Clause 3.

#### 1.4. Alumni Membership – Eligible Bond University Graduates

- 1.4.1. Bond University [Alumni](#) are entitled to membership that provides Full or Off-Peak access of the Sports Centre.
- 1.4.2. Alumni Membership eligibility requires proof that the individual has successfully graduated from a Bond academic award at an Australia Qualifications Framework (AQF) level of 7 or above, i.e. a Bachelor Degree or higher.
- 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. Alumni Membership is not offered on a pro rata basis.
- 1.4.5. No suspension for holidays or extensions are permitted for Alumni Memberships.
- 1.4.6. Cost of membership is shown in Clause 3.

#### 1.5. Bond University Sporting Club Membership

##### a) Bond Sporting Club Membership (other than Swimming Club):

Sports Centre membership is extended to registered members of the following Bond Sporting Clubs. Bond Sporting Club members must be registered with their relevant sporting body.

- Bond University AFL Club
- Bond University Netball Club
- Bond University Rugby Club
- Bond University Rugby Women's Sevens
- Bond University Soccer Club
- Bond University Tennis Club
- Bond University Triathlon Club

Membership will be granted following settlement of club registration fees. All annual memberships expire on 31 December. All memberships must be verified by the relevant Bond Sport Administrator or Program Head. Membership will cease on a member's departure from a Sporting Club.

- Bond Sporting Club coaching staff and consultants may access the Sports Centre facilities as part of regular scheduled training only (coaching, group training purposes).
- Bond Sporting Club coaching staff do not have free access to the Sports Centre for their own personal training or group exercise classes.
- Bond Sporting Club coaching staff who are employed as Staff of Bond University are eligible to purchase a discounted Staff Membership (as per clause [1.2](#) above).
- Bond Sporting Club coaching staff who have a paid, professional position with a Bond Sporting Club (refer clause 1.5(a) will be entitled to Honorary Staff Membership (see 1.7 below). Eligibility must be confirmed each semester by the Sporting Club and verified by the relevant Bond Sport Administrator or Program Head and/or Director of Campus Life.

##### b) Bond University Swimming Club Membership:

- Members may access the Sports Centre facilities as part of the regular scheduled squad training only.
- The membership does not provide open access to the Sports Centre and group exercise classes.
- All memberships must be verified by the Director of Swimming.
- Membership will be granted following settlement of club registration fees.
- Fees for Swim Squad memberships are available on a fortnightly Direct Debit or Monthly upfront payment.
- Membership will cease on a member's departure from the Swimming Club.
- Suspension, for holiday, medical or other basis, is available upon completion of a suspension form.

#### 1.6. Current Student – Direct Family Visitors:

- [Direct Family Members](#) of current Student members may accompany the student to the Sports Centre.
- The student will be held accountable for the accompanying visitor's behaviour.
- Direct Family Visitors must sign Casual Visitors Register and agree with the Bond University Sports Centre Policy and Conditions of Use..
- Cost of Direct Family Visitor access is shown in Clause 3.

### **1.7. Study Tour Supervisor Membership:**

Visiting Study Tour Supervisors may be provided access to the Sports Centre for the period of the tour with approval from the Provost.

### **1.8. Honorary Staff Membership:**

Some volunteers and individuals associated with Bond in a professional capacity may be offered membership on the same basis as University staff. Honorary Staff Memberships must be approved by the Vice President Operations.

### **1.9. Complimentary Membership:**

Complimentary Membership may be offered to individuals associated with Bond University providing access to specific Sports Centre facilities only. Complimentary Memberships must be approved by the Vice President Operations on recommendation of the Director Campus Life.

### **1.10. Casual Usage (daily and weekly access)**

Current full-time, part-time, and casual Academic, Teaching and Professional Staff are eligible to casual access to the Sports Centre including group exercise classes at rates described in Clause 3.

## **2. MEMBERSHIP TERMS AND CONDITIONS**

### **2.1. Membership Conditions:**

- 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.
- The Bond University Sports Centre, at its discretion, may cap the number of memberships available.

### **2.2. Termination of Membership Agreement**

#### **2.2.1. By Bond University**

Bond University reserves the right to [terminate](#) a membership, including but not limited to, where a Patron fails to comply with the Sports Centre directions regarding practices or behaviour deemed to be unsafe or inappropriate.

##### **2.2.1.1. Outstanding Fees**

- If a member has outstanding debts, their access to the Sports Centre may be denied.
- Bond University Sport Centre will terminate a membership if a debit transaction fails for the second time.
- Any outstanding fees for a membership terminated due to a debit transaction failure must be paid prior to accessing Bond University Sports Centre services and taking up a new membership.

##### **2.2.1.2. Transition Arrangements**

Where Bond University has indicated an intention to discontinue a category of memberships, members are entitled to apply for and receive a membership cancellation and pro rata refund.

#### **2.2.2. 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.

#### **2.2.3. 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.

### 3. MEMBERSHIP SCHEDULE AND CASUAL ACCESS RATES

Membership Type	Casual access		Memberships		
	Day pass	1 Week	1 Semester	12 Months	
Bond Student membership	Upon payment of the SSAF in the current semester				
Bond Staff membership *	\$10	\$20	\$150		\$450
			<b>Off Peak #</b>	<b>Full #</b>	
Bond Staff Spouse/Dependants membership	N/A	N/A	N/A	\$200	N/A
Bond Alumni membership	N/A	N/A	\$200	\$300	N/A
Current Student – Direct Family Member Visitor	\$25	N/A	N/A	N/A	N/A

\* Ongoing payroll salary deduction is available for Bond University and Bond University College full-time and part-time Academic, Teaching and Professional Staff

# Off Peak access to the Sports Centre is from opening time to 2pm daily, within normal operating hours  
Full access to the Sports Centre is from opening to closing time daily, within normal operating hours

Other Memberships	
Bond University Sporting Club membership	Included in Club registration fee
Bond University Swimming Club membership	Included in Club registration fee
Study Tour Supervisors	NIL for the duration of the tour
Honorary Staff membership	Same basis as Bond University Staff

### 4. REFUNDS

- 4.1. All refunds are at the discretion of the Sports Centre management and, if granted, will be based on the pro-rated fee.
- 4.2. Refunds will only be made to the Patron who is listed and signed as a member of the Sports Centre.
- 4.3. **Members who are suspended as a result of disciplinary action will not have any portion of their fees refunded.**

### 5. RELATED FORMS

[Sports Centre Membership Agreement](#)



## BOND UNIVERSITY SPORTS CENTRE SERVICES SCHEDULE

<b>Applicability</b>	All Bond University Sports Centre Patrons
<b>Contact person</b>	Sports Centre Manager
<b>Date of approval</b>	31 March 2006
<b>Date last amended</b>	15 March 2022
<b>Related policies</b>	<a href="#">Bond University Sport Centre Policy</a>

Bond University Sports Centre memberships include:

- Access to fully equipped gymnasium
- Entry to group exercise classes
- 50 metre and 25 metre heated Olympic size swimming pools
- Heated spa
- Sports hall
- Tennis Courts
- Squash Courts
- Access to Beach Volleyball Courts is restricted to current student use only.

The following facilities and services must be pre-booked:

### 1. SPORTS HALL, SQUASH COURTS & TENNIS COURT

- 1.1. The Sports Hall & Court facilities are available to all current Bond University Sports Centre members free of charge as an entitlement of their relevant membership benefit.
- 1.2. All bookings must be made by contacting the Bond University Sports Centre reception.
- 1.3. By making a booking you agree to be bound by the Bond University Sports Centre Policy, Code of Conduct and Conditions of Use and you understand that you use the facility at your own risk.
- 1.4. The Sports Hall & Court facilities are not available for bookings to the public.
- 1.5. The Sports Hall & Court facilities can be made available to outside organisations for exclusive hire upon application.
- 1.6. If a person or organisation is found to have unauthorised access in the Sports Hall & Court facilities, Bond University has the right to refuse entry and remove the person/organisation from campus. Unauthorised access occurs when Patrons have not produced a Bond University Sports Centre Student, Staff or membership card or paid via a Facility Booking Agreement or signed the Bond University Participant Waiver.
- 1.7. Bond University Sports Centre students and staff are entitled to a 1-day advance booking privilege.
- 1.8. The Sports Hall & Courts can be reserved by Bond University Sports Centre members for a maximum of one (1) hour.
- 1.9. Any of the Sports Hall & Courts may be used as a multipurpose sporting facility as determined by Sports Centre management.
- 1.10. The Sports Hall and Courts are not available for bookings during University requirements such as special events and scheduled maintenance.

### 2. GROUP EXERCISE CLASSES

- 2.1. Access to Group Exercise Rooms is made available to Bond University students, Current Staff, Staff Spouse/Dependants, and Alumni via the group fitness program.
- 2.2. 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.
- 2.3. The Group Exercise classes timetable is subject to change without notice.
- 2.4. The University, at its discretion, may cap the maximum number of participants allowed in a class.
- 2.5. To participate in a group exercise class, a valid ticket is required. Tickets are available at the Sports Centre reception desk up to 30 minutes prior to the class scheduled commencement time.
- 2.6. No entry to any Bond University Sports Centre Group Exercise class will be granted unless a class ticket is presented by the Patron to the instructor.
- 2.7. For the safety of all Patrons, no entry to any Bond University Sports Centre Group Exercise class will be granted after the class has commenced.
- 2.8. Bond University reserves the right to cancel classes due to insufficient participant numbers.
- 2.9. During semester breaks, from week 14 to orientation week of each semester, a reduced exercise timetable is in operation.
- 2.10. Group Exercise Room facilities are only available to outside organisations for exclusive hire upon application..
- 2.11. If an unauthorised person or organisation is found to be accessing the Group Exercise Rooms Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus.

### **3. POOL LANE BOOKINGS**

- 3.1. The Swimming Pool lanes may be made available to outside organisations for exclusive hire upon application..
- 3.2. If an unauthorised person or organisation is found to be accessing the Swimming Pool area Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus.

### **4. GROUP BOOKING OF FACILITIES**

- 4.1. Outside organisations or group bookings are accepted on an individual contractual basis upon application.
- 4.2. 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.
- 4.3. 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.
- 4.4. External users will be required to provide evidence of a current public liability certificate of at least \$10 million prior to any booking reservations being accepted.
- 4.5. Bookings for use of the AFL and Rugby fields should be registered with the Bond University Sports Centre which has responsibility for coordinating all bookings for the use of these fields.
- 4.6. 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.
- 4.7. Bond University Sports Centre has the right to request the completion of a signed agreement prior to the commencement date of the reservation.
- 4.8. 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.
- 4.9. 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.

### **5. GROUP BOOKING FEES AND PAYMENTS**

- 5.1. Fees are due and payable at the time of booking and must be paid in full prior to the use of the facility.
- 5.2. 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.
- 5.3. If a signed agreement has been made Bond University will invoice the Patron for payment in advance of the booking.

### **6. GROUP BOOKING CANCELLATION OR ALTERATION OF RESERVATIONS**

- 6.1. Any proposed alterations to reservations must be discussed with and approved by Bond University Sports Centre management before they are acceptable.
- 6.2. Cancellations by outside organisations, including school groups, will be provided with the following refunds:

Cancellations 30 days or more before the event	100% refund
Cancellations between 14 days & 29 days before the event	80% refund
Cancellations between 7 days & 13 days before the event	50% refund
Cancellations less than 7 days	No refund

- 6.3. Notice of cancellation or alteration to a reservation must be supplied in writing to Bond University Sports Centre.
- 6.4. 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) wet weather (tennis courts);
  - (d) maintenance works; or
  - (e) other unforeseen circumstances which prevent the facility being made available.

- 6.5. Tennis Courts, Squash Courts, Sports Hall, Swimming Pools, Spa, and Beach Volleyball Courts close thirty (30) minutes before the Sports Centre closing time.

### **7. ADDITIONAL SERVICES OUTSIDE MEMBERSHIP BENEFITS**

- 7.1. Bond University Sports Centre offers several extra services outside the parameters of a membership. These include Personalised Training, and Fitness Assessments. As an additional service these incur [fees](#) as described in clause 7.2 Additional Services Fee Schedule and adhere to certain regulations.



**7.2. Additional Services Fee Schedule:**

<b>Service type</b>	<b>Students</b>	<b>Staff/ Staff dependants/ Alumni</b>	<b>Non-member Staff</b>
Gym programs per hour	\$40*	\$40	N/A
Fitness Assessment per hour	\$50	\$60	N/A
Nutrition Consultation 45 minutes	\$50	\$60	N/A
Body Composition per 30 minutes	\$20	\$20	N/A
8-week Challenge	\$650	\$675	\$800
Personalised Training**:			
30-minute 10 pack	\$350	\$400	N/A
45-minute 10 pack	\$475	\$525	N/A
60-minute 10 pack	\$600	\$650	N/A

\* One free gym programming session per semester

\*\* Shared Personalised training session incurs additional \$100 fee

**7.3.** 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.

**7.4.** Appointments are to be made in advance and based on availability of such staff.

**7.5.** Payment for all services must be made in advance.

**7.6.** Bond University Sports Centre may 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.

## BOND UNIVERSITY SPORTS CENTRE CONDITIONS OF USE SCHEDULE

<b>Applicability</b>	All Bond University Sports Centre Patrons
<b>Contact person</b>	Sports Centre Manager
<b>Date of approval</b>	31 March 2006
<b>Date last amended</b>	15 March 2022
<b>Related policies</b>	<a href="#">Bond University Sport Centre Policy</a> <a href="#">Student Code of Conduct Policy</a>

### 1. ENTRY

- 1.1. Bond University Students, Staff, Staff Spouse/Dependants, Alumni, and Bond Sporting Teams are required to scan in upon entry with a valid identity card.
- 1.2. Bond University Sports Centre has the right to refuse entry if proof of Bond University Sports Centre membership is not produced. Unauthorised persons accessing any area of the Bond University Sports Centre, facilities will be removed.
- 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, Tennis Courts, and Group Exercise Rooms. This entails:

- completely enclosed 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 Pools 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 are not permitted to instruct or guide other 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 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 adult supervision, whilst attending Bond University Sports Centre Swimming Pool facilities (as per Industry Guidelines).

## **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. 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 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

<b>Applicability</b>	All Bond University Sports Centre Patrons
<b>Contact person</b>	Sports Centre Manager
<b>Date of approval</b>	31 March 2006
<b>Date last amended</b>	15 March 2022
<b>Related policies</b>	<a href="#">Bond University Sport Centre Policy</a>

### 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. **Pool Lifeguards**

Bond University Sports Centre does not provide Pool Lifeguards 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.

Bond University Sports Centre may, at its discretion, require an organisation to hire Pool Lifeguards from the Sports Centre or provide their own qualified Pool Lifeguard.

### 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](#)
- [AUSactive Policies and Guidelines](#)

# BOND UNIVERSITY SPORTS CENTRE FEEDBACK AND COMPLAINTS SCHEDULE

<b>Applicability</b>	All Bond University Sports Centre Patrons
<b>Contact person</b>	Sports Centre Manager
<b>Date of approval</b>	31 March 2006
<b>Date last amended</b>	15 March 2022
<b>Related policies</b>	<a href="#">Bond University Sport Centre Policy</a>

## 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 [Sports Centre Manager](#).

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. Sport Centre Manager
2. Director, Campus Life
3. University Registrar
4. [AUSactive](#)
5. Legal Initiatives.

## 2. RELATED GUIDELINES AND FORMS

[Bond University Sports Centre Feedback/Complaints Form](#)

[Fair Trading \(Code of Practice – Fitness Industry\) Regulation 2003](#)

[AUSactive Policies and Guidelines](#)

[AS ISO 10002, 2006 Customer Satisfaction: Guidelines for Complaints Handling in Organisations](#)

## DEFINITIONS SCHEDULE

<b>Abusive Behaviour</b>	Conduct and language that is offensive, antagonistic, or forceful to other Bond University Sports Centre Patrons or staff.
<b>Alumni</b>	A title given to a person who has graduated with a Bond academic award at an AQF level 7 or above, i.e. a Bachelors or higher.
<b>Aqua/Deep Water Running</b>	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.
<b>Code of Conduct</b>	A set of rules that ensure appropriate standards of trading are maintained within the Fitness Industry.
<b>Complainant</b>	Person or organisation making a complaint.
<b>Complaint</b>	Any expression of dissatisfaction with a product or service offered or provided by Bond University Sports Centre.
<b>Cooling Off Period</b>	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.
<b>Dependant</b>	For this purpose, a child aged 15 years and over of a current full-time/part-time Bond University Staff Member who is residing at the same address as the Staff Member.
<b>Direct Family Member</b>	Direct Family Members include parents, <a href="#">partner</a> , siblings, children and grandchildren
<b>Dispute</b>	A pursued unsatisfied complaint.
<b>Fitness Assessment</b>	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 employee.
<b>Group Exercise Classes</b>	Organised group exercise activity that involves exercise to music within a controlled supervised environment. Supervision is by a qualified Bond University Sports Centre employee.
<b>Membership Agreement</b>	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.
<b>Nutrition Consultation</b>	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 employee.
<b>Patron</b>	A person to whom a product or service provided by Bond University Sports Centre is offered or provided.
<b>Personal Training</b>	A service offered by Bond University Sports Centre which provides a personalised exercise session, carried out by a qualified Bond University Sports Centre employee.
<b>Pre-Exercise Questionnaire</b>	A feedback form which outlines a client's health needs, concerns and any medication currently prescribed and any previous injuries.
<b>Semester</b>	For the purposes of this Policy, a semester commences on Monday of <a href="#">Orientation Week</a> and finishes on the Sunday prior to commencement of the following Orientation Week.
<b>Sickness or Physical Incapacity</b>	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.
<b>Spouse/Partner</b>	An adult person who is residing with a current full-time/part-time Bond University Staff Member on a genuine domestic basis in a relationship as a couple.





## COMPLAINTS/FEEDBACK FORM

Email: [sportscentre@bond.edu.au](mailto:sportscentre@bond.edu.au)

<b>Name:</b>	
<b>Address:</b>	
<b>Email:</b>	
<b>Phone Number:</b>	
<b>Membership Type:</b>	
Staff Member <input type="checkbox"/> Student <input type="checkbox"/> Alumni <input type="checkbox"/> Public member <input type="checkbox"/> Non-member <input type="checkbox"/>	
<b>Area of Feedback/Complaint:</b>	
<b>Feedback/Complaint:</b>	

### OFFICE USE

<b>Solution/s:</b>	
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Action Taken	Date of Action	By Whom	Completion Date

### Client Correspondence:

DATE	DESCRIPTION