



Club Rules - Health & safety

Please note that Gym Go360 club rules form a part of your membership agreement. These rules will be displayed at reception and also may be changed without notice. Breach of these rules & regulations may result in termination or suspension of your membership agreement. If your membership agreement is terminated as a result of your breach of these club rules, you may also be prevented from rejoining Go360 in the future.

- You must follow Club health & safety instructions and requests from GO360 staff at all times, otherwise you will be asked to leave the premises.
- Wear gear that's appropriate and comfortable to exercise in - No jeans, bare chest or bikinis. Please don't wear anything offensive or intimidating to others.
- Wear appropriate sports footwear. No open-toe footwear. Only in classes that require it.
- Please leave all your gear and bags in the cubby holes or in the locker rooms.
- Towels are compulsory in workout arrears.
- You are expected to clean up after yourself and wipe down all equipment after use.

- Please don't come here under the influence of drugs or alcohol. Anyone who does will be asked to leave immediately and may have their membership terminated.
- You are not permitted to train or coach others in our club, whether there is any form of payment or not.

Personal Belongings

- It's up to you to keep your belongings safe.
- Please leave your gear in the lockers and do NOT take bags into the gym. Take your gear home every night please.

Photography in the Club

- Don't photograph or video anyone on club premises without consent of every single person who may be in the images. Don't post anything online, broadcast, stream or publish anything that hasn't been given permission or consent from the person(s) in the image or video.
- You must get written consent from the owners of The Wellness Hub to use any photos or videos taken on club premises.
- Go360 staff and contractors may take photos or video recordings for the purpose of providing services to members. Where staff or contractors take such photos recordings, they must abide by all relevant hub policies including our privacy policy and social media policy.
- Strictly no photos or videos in the changing rooms.
- Don't bring illegal or banned performance-enhancing substances of any kind on or around club premises.

The Heavy Stuff

- Don't carry out (or attempt to carry out) any illegal activity in or near our clubs.
- Don't behave inappropriately or offensively, particularly in the changing rooms.
- Don't use abusive language or harass, insult or threaten anyone (staff or members). We will terminate the membership of anyone who causes other members or staff genuine concern about their safety inside or outside the club (that includes emails, texts, phone calls, or correspondence).
- Don't solicit members or carry out any business within the club. This includes contacting members or staff by email for business purposes without their consent.
- Don't promote products or services of any kind on GO360 property without the permission of the club manager.

Children

- Minimum age for membership is 15
- Children between the ages of 15 and 17 (inclusive) require consent from a legal guardian to become a member or use the club facilities on a casual basis.
- Children aged 14 may use the club facilities to train with a GO360 a personal trainer or adult (guardian).
- Where any children aged wishes to train with a GO360
Personal trainer
 - (a) The child must have consent from a legal guardian;
 - (b) The child's legal guardian is required to be present at the club during all training sessions and must supervise the child at all times in the changing areas;
 - (c) A casual membership fee will apply.
- From time to time GO360 will work together with schools to offer supervised school exercise programmes. The terms of any child's access and use of the club facilities for the purpose

of any GO360 school programmes will be as agreed between the club and relevant school.

Security

- At all times you are responsible for keeping your code safe.
- If you are the last in the gym please turn the lights and fans off.
- Please make sure doors are shut properly when you leave.
- Open hours are 5am - 11pm if you set alarms off you will get a call out fee of \$60.00

Complain Process

- If you have any concerns or complaints about a service, a staff member or facility, please speak to reception and we'll put you in touch with the appropriate manager
- We may ask you to put your complaint in writing
- Or you can log your complaints online through email club@go360.co.nz