



# CODE OF CONDUCT

## MEMBERSHIP FEATURES & RECEPTION

- West HQ Limited (One55) has implemented this Code of Conduct (Code) to ensure a safe, comfortable and enjoyable environment for all of its Members and guests.  
All Members and guests that enter these premises are required to comply with this Code.
- Members must respect the health and safety of all other persons on the premises. Any signage outlining rules and regulations around the premises form part of the Code.
- If a Member breaches this Code or fails to adhere to the terms and conditions of membership, Management may cancel the membership effective immediately.

## LIABILITY

- One55, its agents and employees, is not responsible for:
  - (i.) any loss or damage to property belonging to the Member or any guest of the Member occurring on the premises; or
  - (ii.) any personal injury, illness or death of a Member resulting from the use of the premises and/or equipment, except to the extent that the event occurred as a direct result of the negligence of One55, its agents or employees.

## DRESS CODE

- Members must be suitably clothed at all times when on the premises.
- Correct fitness attire, including sports joggers, track pants or sports shorts, ladies tights, t-shirt or singlet tops must be worn at all times for safety and hygiene. Denim pants, soiled work attire, work boots, safety boots and slip-on canvas shoes are not suitable gym attire and will not be permitted in the gym.

## HYGIENE & CLEANLINESS

- To ensure we maintain a clean, comfortable and hygienic environment we ask that all Members use deodorant and a sweat towel at all times and wipe down equipment with the disinfectant provided after each use.

## EQUIPMENT

- All equipment must be replaced after use in all areas, particularly free weights and benches, and functional training zone equipment.
- If participating in Group Fitness classes any equipment used must be replaced to its designated storage area prior to leaving the class.

## TIME LIMITS

- Time limits may be placed on selected cardio equipment in peak periods.
- We ask that all Members 'work in' with each other on the resistance equipment in the event that there is more than one person requiring its use.
- For the courtesy of others, we ask that Members restrict the use of mobile phones while using the strength equipment.

## GROUP FITNESS CLASSES

- It's important to ensure that Members attend classes on time. Members should allow plenty of time to arrive before the start of each class, allowing time for equipment setup.
- Members must not drop the Smart Bars and weights during Group Fitness classes.
- The Group Fitness studios must not be used outside of class times without the supervision of Instructors or Personal Trainers or prior authorisation of Management.
- Members are not permitted to use the Group Fitness stereos for personal use at any time.

## KIDZ KORNER – CHILD MINDING

- Our child minding service is available to Members at specified times. Please refer to the Kidz Korner Policy and Procedure for full details. A copy of the Policy is available in Kidz Korner or at Member Services.
- If your child is misbehaving, swearing or being rude to staff or other children, the behaviour will not be tolerated, and Management reserves the right to refuse entry or require the parent or guardian to immediately collect their child.
- If your child is visibly ill, Kidz Korner reserves the right to decline entry.

- More than one booking can be made for the same day, with a \$3 fee per child per visit charged.
- If a Kidz Korner booking is not cancelled within two hours of the intended time, the Kidz Korner fee will still be charged.

## STEAM ROOMS / SAUNAS

- Members must shower before use and be clothed in swim wear.
- Pregnant women and individuals with high blood pressure or open wounds should refrain from using the steam room and sauna.
- Only individuals 14 years of age and over can use the steam room or sauna. Anyone aged between 14 and 18 must be accompanied at all times by a parent or guardian.
- No food, soaps, exfoliants, oils or razors are to be placed near or in the steam room and sauna.

## LOCKERS

- Lockers are provided for Members to use on a visit by visit basis at their own risk. Lockers are not available for permanent use. While care is taken to ensure the safety of Member's belongings, One55 is not responsible for any loss, damage or theft of belongings brought onto the premises.
- Members will incur a penalty of \$20 to replace the barrel for lost locker keys. Only Australian \$2.00 coins are to be used to operate the lockers.

## PARKING

- Parking is provided to Members at their own risk. One55 is not responsible for any loss, damage or theft of a Member's vehicle (or any belongings in it).
- Members must observe all signage and only park in parking areas designated as disabled parking spots if a valid disability parking permit is displayed.

## PROHIBITED

- Alcohol, illegal drugs and dangerous substances are prohibited on the premises.
- Smoking is banned within 4 metres of an entrance to or exit from the premises.
- Taking photos or videos is prohibited in all areas of the gym unless approved by Management.
- Behaviour that is offensive, aggressive or makes others feel unsafe or uncomfortable will not be tolerated. Resulting actions and consequences, including eviction and/or cancellation of memberships, are at the discretion of Management.

## DAMAGE TO PROPERTY

- Any Member who causes damage to equipment or any property of One55 will be personally liable for the cost of repair or replacement. Members will also be responsible for any damage caused by their guests or children.

## SOCIAL MEDIA

- Members are expected to conduct themselves appropriately in relation to other Members or employees of One55 when posting material on One55's websites or other social media sites.
- Appropriate conduct in relation to communications, comments or postings include:
  - (i.) Must not offend, intimidate, humiliate or bully;
  - (ii.) Must not be misleading, false and injure reputations;
  - (iii.) Should respect and maintain an individual's privacy;
  - (iv.) Must not bring One55 or its employees or contractors into disrepute; or
  - (v.) Must not advertise products or services for private profit or gain.

## PRIVACY POLICY

- We abide by the National Privacy Policy Principles. A copy of the Privacy Policy is available on request from Member Services. Disclosure of information will only be in accordance with the Privacy Policy.
- This policy can be viewed at <https://westhq.com.au/about/>

## PERSONAL TRAINERS

- Only ONE55 Personal Trainers are authorised to conduct Personal Training at ONE55 Health & Fitness.

**This Code should be read in conjunction with the Membership Terms and Conditions and any other policies and procedures that apply to ONE55 Health & Fitness.**