Health Club Doors Activation - FAQ

When is the change taking place?
The Health Club doors will have its entrance control turned on from Monday, 25 June 2018.

Why are you locking the Health Club doors?
We are locking the doors for better access control into the Health Club area.

How will I be able to enter the Health Club?
You will need to scan your membership card, wristband, fob or casual receipt on the scanners located next to the Health Club doors to access the gym area.

How will I be able to exit?
You can exit by pressing the green button located on the left side of the door when exiting the Health Club.

What happens if I get locked out of the Health Club?
If you exit the Health Club without your membership card, wristband, fob or casual receipt, you will be required to go to reception where a Customer Service Officer will organise to open the door for you.

HEALTH CLUB MEMBERS

What if I forget my membership card?
A Customer Service Officer will organise another staff member to open the door for you.

I've lost my membership card. What should I do?
Until July 31st we will replace your card at no cost in order to help with the transition. After this date you will be required to purchase a replacement from reception.

What happens if I need to use the water fountain or toilets?
Members can scan in and out of the Health Club by using their membership card, wristband or fob.

MULTI VISIT PASS HOLDERS

I have a Multi Visit Pass. How long can I use the Health Club for?
You have a three-hour time limit to access the Health Club once you have scanned a visit at reception or at the turnstile.

Will multiple visits be taken off if I scan through the turnstiles and the Health Club doors?
No, only one visit will be deducted from your pass within the three-hour time period even if you scan in and out of the Health Club multiple times. Additional visits will be deducted if you scan your card outside this three-hour period.

CASUAL USERS

I've bought a casual Health Club / Active Links / Personal Training pass. How do I get into the Health Club?
You will receive a double barcoded receipt when you purchase a casual Health Club pass. Simply scan the receipt on the barcode reader located next to the entry door of the Health Club to gain entry. **Please retain your second barcode so that you can access the toilets or water fountain during your visit.** These barcodes will be time limited and expire after three hours.

What happens if I use both my barcodes but need to re-enter the Health Club?
You will be required to go to reception where a Customer Service Officer will organise another staff member to open the door for you.