

# Health Club Etiquette and Safety Policy

- **Leave no trace** - carry and use a sweat towel. Small towels can be purchased at Customer Service. Sanitised wipes are provided for hygiene purposes to ensure we leave no trace.
- **Be mindful and courteous** of others wanting to use machines. Machines should be shared during multiple sets. Allow others to use the same machine during your rest periods.
- **One machine is to be used at a time**, you cannot reserve a machine.
- Limit cardio use to **20 mins in peak times**.
- **Ensure you are using machines appropriately**. If unsure of how to use a machine, please ask Health Club staff for assistance to ensure safety.
- **Keep your area safe and walkways clear**.
- Ensure equipment and weights are **returned after use**.
- **Do not drop weights**.
- **Weight collars are to be fitted when using barbells**. Use a spotter to ensure safety when required.
- **Photography is prohibited at all times** unless prior consent is received from management.
- **Be attentive to your safety and others if on your phone**.
- **No food, cans or glass bottles** are permitted in the Health Club.
- Wear **appropriate** exercise clothing and enclosed footwear.
- **Lock away your valuables!** Place bags in the allocated spaces.
- **Do not leave bags on the floor**.
- **Do not offer unsolicited advice to other patrons**. If someone has a question, please direct them to one of our Health Club staff members.
- **Patrons can access the gym at 16 years of age**. Age 13-15 years patrons **MUST** be a member and receive a health consult and program start (parent or guardian must be present during health consult if under 18yrs of age).
- **Abusive language and behaviour** displayed to other patrons or staff will not be tolerated.
- **Management and staff reserve the right to refuse entry and evict**.
- **Feedback/complaints** can be voiced on the customer feedback iPad located in the front foyer of BALC.