

BOND UNIVERSITY SPORTS CENTRE POLICY

Policy number	USP 3.01
Policy name	Bond University Sports Centre Policy (Issue 4)
Applicability	All Bond University Sports Centre Patrons
Policy owner	Director, Commercial Services
Contact person	General Manager – Sport Operations
Policy status	Review of Approved Policy
Date of approval	31 March 2006
Date last amended	15 February 2019
Date last exposed	20 December 2016
Date last reviewed	
Date of next review	15 February 2022
Related policies	

1. OVERVIEW

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 goals. The Sports Centre also welcomes members of the University's alumni and staff, to further the University's objectives and help promote active lifestyles and a healthy Bond community.

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. THE POLICY

2.1. 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 under the membership type or utilised by the public must be booked – see [Bond University Sports Centre Services Schedule](#).

2.2. 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](#).

2.3. 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 visitors 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](#).

3. DEFINITIONS

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.

4. RELATED PROCEDURES, GUIDELINES, SCHEDULES, AND FORMS

[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](#)

[University Student Handbook](#) – Schedule B Student Code of Conduct and Schedule C Sports Code of Behaviour

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

[Fitness Australia 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](#)

BOND UNIVERSITY SPORTS CENTRE MEMBERSHIP SCHEDULE

Applicability	All Bond University Sports Centre Patrons
Contact person	General Manager–Sport Operations
Date of approval	31 March 2006
Date last amended	1 January 2019
Related policies	Bond University Sport Centre Policy (Issue 4)

Bond University Sports Centre offers a variety of memberships which have varying eligibility to each membership type along with varying facilities and the services offered under these membership types.

All Patrons must sign 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 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. SAF 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.

1.2. 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 eligible to discounted Staff Membership to the Sports Centre facilities.
- 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 casual 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 opt to salary package the membership fees through regular payroll deduction (refer to the Membership Agreement form for full details).
- 1.2.5. Staff must give a minimum two (2) weeks' notice to cancel Membership.
- 1.2.6. No suspension for holidays or extensions are permitted for Staff Memberships.
- 1.2.7. Cost of membership is shown in Clause 2.

1.3. Staff Spouse/Dependants Membership

- 1.3.1. [Spouses/Partners](#) and [Dependant](#) school-age children 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. No suspension for holidays or extensions are permitted for Staff Spouse/Dependant Memberships.

1.3.8. Cost of membership is shown in Clause 2.

1.4. Alumni Membership – Eligible Bond University Graduates

1.4.1. Bond University [Alumni](#) are entitled to membership that provides full access of the Sports Centre facilities.

1.4.2. Alumni Membership eligibility requires proof that the individual has successfully graduated from a Bond academic award at an AQF level of 7 or above, i.e. a Bachelors 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. No suspension for holidays or extensions are permitted for Alumni Memberships.

1.4.5. Cost of membership is shown in Clause 2.

1.5. 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 University Rugby Club
- Bond University Women's Rugby Sevens
- Bond University AFL Club
- Bond University Soccer Club
- Bond University Triathlon Club
- Bond University Netball Club
- Bond University Tennis 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 Executive Director of Sport. Membership will cease on a member's departure or suspension from a Sporting Club.

- Bond Sporting Club coaching staff and consultants may access the Sports Centre facilities as part of the regular scheduled training only (coaching, group training purposes).
- Bond Sporting Club coaching staff do not have free access to the Sports Centre for personal training or group exercise classes.
- Bond Sporting Club coaching staff who are employed as Staff of Bond University are eligible to 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 [f](#)) below). Eligibility must be confirmed each semester by the Sporting Club and verified by the Executive Director, Sport.

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.
- Membership will be granted following settlement of club registration fees.
- All memberships must be verified by the Head Coach - Swimming.
- All annual memberships expire on 31 December.
- Membership will cease on a member's departure or suspension from the Swimming Club.

1.6. Accompanying 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. All visiting direct family members of students must sign casual visitors register and acknowledge understanding and agree with Bond University Sports Centre Policy and Conditions of Use. By entering Bond University's Sport Centre, the visitor agrees with the Sports Centre Conditions of Use and Policy.

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 Deputy Vice-Chancellor (Academic).

1.8. Affiliated Groups Membership:

- Returned Services Membership
- Emergency Services Membership (including current members of the police force, ambulance workers, firefighters, and Westpac Life Saving Rescue Helicopter crew).

1.9. 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.

1.10. 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 Executive Director of Sport.

1.11. Casual Usage (daily and weekly access)

Effective 1 January 2019, all 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 2.
- a discounted rate for tennis and squash court hire of \$15 per hour regardless of whether their playing partner is a staff member. The staff member must make the booking to be eligible for the discounted rate.

There is no casual access to the Sports Centre gymnasium, pool or classes available to non-staff members.

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. Suspension of Membership Agreement

2.2.1. Due to Holiday Commitments

- Suspension of a membership with Bond University Sports Centre is permitted if the Patron is unable to access the services supplied under the agreement.
- The maximum length of the suspension of the membership is four (4) weeks.
- The Patron must hand their Bond University Sports Centre membership card in to the welcome desk area prior to their vacation and provide a return date.
- The membership card with the extended date will be issued on returning to the facilities and re-commencing the membership term.
- Time will only be added to the membership if this process is followed.
- Time will not be added if Bond University Sports Centre is advised after the fact.
- No additional fee is incurred if the length of suspension is adhered to.

2.2.2. Due to Sickness or Physical Incapacity

- Suspension of 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 suspends the membership by providing Bond University Sports Centre with a medical certificate stating that the Patron cannot use the service because of the Patron's sickness or physical incapacity.

2.3. Termination of Membership Agreement

2.3.1. 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.

2.3.1.1. 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 third 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.

2.3.1.2. 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.

2.3.2. 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.

2.3.3. 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	NIL			
Bond Staff membership	\$10	\$20	\$150*	\$450*
Bond Staff Spouse/Dependants membership	N/A	N/A	\$200	N/A
Bond Alumni membership	N/A	\$25	\$200	\$600
General Public membership	Not Available			

* ongoing regular payroll salary deduction for semesterly membership is available for Bond University and Bond University College full-time and part-time Academic, Teaching and Professional Staff

Public Memberships	Day pass	1 Week	1 Semester	12 Months
Bond University Sporting Club membership	Included in Club registration fee			
Bond University Swimming Club membership	Included in Club registration fee			
Accompanying Visitors (must be accompanied by a current student)	\$25	N/A	N/A	N/A
Study Tour Supervisors	NIL for the duration of the tour			
Affiliated Groups membership	N/A	N/A	N/A	\$600
Honorary Staff membership	Same basis as Bond University Staff			
Complimentary membership	NIL			

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

Applicability	All Bond University Sports Centre Patrons
Contact person	General Manager – Sport Operations
Date of approval	31 March 2006
Date last amended	September 2018
Related policies	Bond University Sport Centre Policy (Issue 4)

Bond University Sports Centre full membership benefits include:

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

Some membership types have limited access to the facilities listed above (see Membership Schedule). The following facilities and services must be pre-booked:

1. TENNIS COURT

- 1.1. The Tennis Court facilities are available to all current Bond University Sports Centre members free of charge as an entitled membership benefit.
- 1.2. All bookings must be made by contacting the Bond University Sports Centre welcome desk staff.
- 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 and your associate non-member guests enter and use the facility at your own risk.
- 1.4. Tennis Courts are not available for bookings to non-Bond University Sports Centre members without any affiliation to the University.
- 1.5. Members are required to register attendance of any associate non-member guests – court hire fees apply.
- 1.6. Bond University Sports Centre has the right to request an identity card as security for each associate non-member guest.
- 1.7. Members must accompany the guest(s) into the facility and remain with them at all times.
- 1.8. Members will be held accountable for the behaviour of the accompanying guest(s).
- 1.9. The Tennis Court facilities can be made available to outside groups and organisations for exclusive hire at an additional cost, upon application.
- 1.10. If a person or organisation is caught illegally accessing the Tennis Courts, Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a relevant Bond University Sports Centre membership card or Bond University student or staff identity card or failed to register all of their associate non-member guests.
- 1.11. Bond University Sports Centre students and staff are entitled to a 2-day advance booking privilege.
- 1.12. Maximum length that Tennis Courts can be reserved by Bond University Sports Centre students, Bond University staff, staff spouse/dependants, alumni, and students is two (2) hours.
- 1.13. Tennis Court facilities can be used as a multipurpose sporting facility as determined by Sports Centre management.

2. SQUASH COURTS

- 2.1. Squash Court facilities are available to all current Bond University Sports Centre members free of charge as an entitled membership benefit.
- 2.2. All bookings must be made by contacting the Bond University Sports Centre welcome desk staff.
- 2.3. 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 and your associate non-member guests enter and use the facility at your own risk.
- 2.4. Squash Courts are not available for bookings to non-Bond University Sports Centre members without any affiliation to the University.
- 2.5. Members are required to register attendance of any associate non-member guests – court hire fees apply.
- 2.6. Bond University Sports Centre has the right to request an identity card as security for each associate non-member guests.
- 2.7. Members must accompany the guest(s) into the facility and remain with them at all times.
- 2.8. Members will be held accountable for the behaviour of the accompanying guest(s).
- 2.9. Squash Court facilities can be made available to outside groups and organisations for exclusive hire at an additional cost, upon application.

- 2.10. Bond University Sports Centre has the right to request an identity card as security, prior to allowing a Patron key card access to the Squash Courts.
- 2.11. If a person or organisation is caught illegally accessing the Squash Courts, Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a relevant Bond University Sports Centre membership card or Bond University student or staff identity card or failed to register all of their associate non-member guests.
- 2.12. Bond University Sports Centre students and staff are entitled to a 2-day advance booking privilege.
- 2.13. Maximum length that Squash Courts can be reserved by Bond University Sports Centre staff, staff spouse/dependants, alumni, and students is one (1) hour.
- 2.14. **Squash Courts are not available for bookings during exams, graduation and special events.**

3. SPORTS HALL

- 3.1. The Sports Hall is available to current Bond University Sports Centre members free of charge as an entitled membership benefit.
- 3.2. All bookings must be made by contacting the Bond University Sports Centre welcome desk staff.
- 3.3. 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 you and your associate non-member guests enter and use the facility at your own risk.
- 3.4. The Sports Hall is not available for bookings to non-Bond University Sports Centre members without any affiliation to the University.
- 3.5. Members are required to register attendance of any associate member guests - court hire fees apply.
- 3.6. Bond University Sports Centre has the right to request an identity card as security for each associated member guest.
- 3.7. Members must accompany the guest(s) into the facility and remain with them at all times.
- 3.8. Members will be held accountable for the behaviour of the accompanying guests.
- 3.9. The Sports Hall can be made available to outside groups and organisations for exclusive hire at an additional cost, upon application.
- 3.10. If a person or organisation is caught illegally accessing the Sports Hall, Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a relevant Bond University Sports Centre membership card or Bond University student or staff identity card or failed to register all of their associate non-member guests.
- 3.11. Bond University Sports Centre students and staff are entitled to a 2-day advance booking privilege.
- 3.12. Maximum length an area of the Sports Hall can be reserved by Bond University Sports Centre students, staff, staff spouse/dependants, alumni, and students is two (2) hours.
- 3.13. **The Sports Hall is not available for bookings during exams, graduation and special events.**
- 3.14. **The Sports Hall is exclusive to members' use only during weekends (no associate member guests are permitted).**

4. GROUP EXERCISE CLASSES

- 4.1. Group Exercise Rooms are made available to Bond University students, Bond University staff, staff spouse/dependants, alumni, and other members via the group fitness program.
- 4.2. 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.
- 4.3. The Group Exercise classes timetable is subject to change without notice.
- 4.4. The University, at its discretion, may cap the maximum number of participants allowed in a class.
- 4.5. The minimum number of Patrons required to constitute a Bond University Sports Centre class being held is three (3) participants.
- 4.6. All classes are run on a first in, first served basis. To participate in a group exercise class, a valid ticket is required. Tickets are available at the Sports Centre welcome desk up to 30 minutes prior to the class scheduled commencement time.
- 4.7. No entry to any Bond University Sports Centre Group Exercise class (including Aqua/Deep Water Running) will be granted unless a class ticket is presented by the Patron to the instructor.
- 4.8. For the safety of all Patrons, no entry to any Bond University Sports Centre Group Exercise class (including [Aqua/Deep Water Running](#)) will be granted after the class has commenced.
- 4.9. Bond University reserves the right to cancel classes due to insufficient participant numbers.
- 4.10. During semester breaks, from week 14 to orientation week of each semester, a reduced exercise timetable is in operation.
- 4.11. Group Exercise Room facilities are only available to outside organisations to book at an additional cost.
- 4.12. If a person or organisation is caught illegally accessing the Group Exercise Rooms Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.

5. POOL LANE BOOKINGS

- 5.1. The Swimming Pool lanes are available to outside organisations to book at an additional cost.
- 5.2. If a person or organisation is caught illegally accessing the Swimming Pool area Bond University Sports Centre has the right to refuse entry and remove the person/organisation from campus. Illegal access occurs when Patrons have not paid or produced a Bond University Sports Centre membership card or Bond University student or staff identity card.

6. GROUP BOOKING OF FACILITIES

- 6.1. Outside organisations or group bookings are accepted on an individual contractual basis.
- 6.2. 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.
- 6.3. 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.
- 6.4. External users will be requested to provide evidence of a current public liability certificate of at least \$10 million or \$5 million for Swim Squad Trainers, prior to any booking reservations being accepted.
- 6.5. Bookings for use of the AFL and Rugby fields should also be registered with the Bond University Sports Centre, which has responsibility for coordinating all bookings for the use of these fields.
- 6.6. 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.
- 6.7. Bond University Sports Centre has the right to request the completion of a signed agreement prior to the commencement date of the reservation.
- 6.8. 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.
- 6.9. 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.

7. GROUP BOOKING FEES AND PAYMENTS

- 7.1. Fees are due and payable at the time of booking and must be paid in full prior to the use of the facility.
- 7.2. 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.
- 7.3. If a signed agreement has been made Bond University will invoice the Patron for payment.

8. GROUP BOOKING CANCELLATION OR ALTERATION OF RESERVATIONS

- 8.1. Any proposed alterations to reservations must be discussed with and approved by Bond University Sports Centre management before they are acceptable.
- 8.2. 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

- 8.3. Notice of cancellation or alteration to a reservation must be supplied in writing to Bond University Sports Centre.
- 8.4. 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.
- 8.5. Tennis Courts, Squash Courts, Sports Hall, Swimming Pool, Spa, and Volleyball Courts close 30 minutes before the Sports Centre closing time.

9. ADDITIONAL SERVICES OUTSIDE MEMBERSHIP BENEFITS

- 9.1. Bond University Sports Centre offers a number of extra services outside the parameters of a membership. These include Nutrition Consultations, Personalised Training, and Fitness Assessments. As an additional service these incur [fees](#) as described in clause 9.2 Additional Services Fee Schedule and adhere to certain regulations.

9.2. Additional Services Fee Schedule:

Service type	Students	Staff/Alumni/ Staff dependants	Other Members and non-member staff casual users
Gym programs per hour	\$40*	\$40	\$40
Fitness Assessment per hour	\$50	\$60	\$70
Nutrition Consultation 45 minutes	\$50	\$60	\$70
Body Composition per 30 minutes	\$20	\$20	\$20
8-week Challenge	\$650	\$675	\$700
Personalised Training**:			
30-minute 10 pack	\$350	\$400	\$400
45-minute 10 pack	\$475	\$525	\$525
60-minute 10 pack	\$600	\$650	\$650
Tennis/ Squash Court hire per hour***		\$30	
Sports Hall hire per hour***		\$50	

* One free gym programming session per semester

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

*** Included in semesterly membership, however effective 01/01/2019 charges apply to all non-member staff and member guests i.e., court hire is \$30 per hour. Any guests (including student guests) will need to pay half the hourly rate i.e. \$15 per hour. Bookings must be made by members. Non-member staff, who would like to book the facility on a casual basis, can book at a discounted rate for tennis and squash court hire of \$15 per hour regardless of whether their playing partner is a staff member. The staff member must make the booking.

- 9.3. 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.
- 9.4. Appointments are to be made in advance and based on availability of such staff.
- 9.5. Payment for all services must be made in advance.
- 9.6. Bond University Sports Centre shall 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

Applicability	All Bond University Sports Centre Patrons
Contact person	General Manager – Sport Operations
Date of approval	31 March 2006
Date last amended	20 December 2017
Related policies	Bond University Sport Centre Policy (Issue 4) University Student Handbook – Student Code of Conduct and Sports Code of Behaviour

1. ENTRY

- 1.1. All Patrons of Bond University Sports Centre, that is members, Bond University students, alumni, staff, staff spouse/dependants, are required to swipe in on entry.
- 1.2. Bond University Sports Centre has the right to refuse entry if proof of Bond University Sports Centre membership, Bond University student or Bond University staff status is not produced. If proof is not produced, access will be denied. Persons caught illegally accessing any area of the Bond University Sports Centre, that is not swiping in, producing payment or a Bond University Sports Centre membership card or Bond University student or staff identity card, will be removed from campus.
- 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 closed in 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 Pool 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 and their guests are not permitted to instruct or guide 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 such as the Gymnasium 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 parental supervision, whilst attending Bond University Sports Centre Swimming Pool facilities (as per Industry Guidelines).
- 5.4. Bond University Sports Centre has the right to request that children under the age of 13 years are accompanied by an adult in change rooms at all times and to refuse entry to Patrons over the age of 6 years, from entering the opposite gender change rooms.

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 welcome desk area 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

Applicability	All Bond University Sports Centre Patrons
Contact person	General Manager –Sport Operations
Date of approval	31 March 2006
Date last amended	20 December 2017
Related policies	Bond University Sport Centre Policy (Issue 4)

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. **Lifeguards**

Bond University Sports Centre does not provide life guards 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.

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](#)
- [Fitness Australia Standards and Guidelines](#)

BOND UNIVERSITY SPORTS CENTRE FEEDBACK AND COMPLAINTS SCHEDULE

Applicability	All Bond University Sports Centre Patrons
Contact person	General Manager –Sport Operations
Date of approval	31 March 2006
Date last amended	20 December 2017
Related policies	Bond University Sport Centre Policy (Issue 4)

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 [General Manager, Sport Operations](#).

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. Sports Centre Floor Manager
2. General Manager, Sport Operations
3. Executive Director of Sport
4. [Fitness Australia](#)
5. Legal Initiatives.

2. RELATED GUIDELINES AND FORMS

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

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

[Fitness Australia Policies and Guidelines](#)

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

DEFINITIONS SCHEDULE

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

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

OFFICE USE

Solution/s:	
--------------------	--

Action Taken	Date of Action	By Whom	Completion Date

Client Correspondence:

DATE	DESCRIPTION