

Membership FAQ Sheet

Your frequently asked questions on our Centre Memberships

What does your membership include?

All of our centre memberships include access to:

- Our fully equipped Health Club,
- Indoor and outdoor Aquatic facilities,
- Indoor Spa and Sauna,
- Extensive group fitness timetable, including Les Mills classes, Cycle and Aqua,
- Personalised Fitness Program- Face2Face,
- No lock in contract & opportunities to suspend.

More information can be found online <http://www.belmontoasis.com.au/facilities/>

What is the contact length?

Belmont Oasis offers no lock in contracts meaning you can start and stop at any time. All of our memberships can be cancelled at any time with 30 days written notice.

I've never been to a gym before, what assistance can I get?

We are proud to offer our members our Face2Face Health Club program at no extra cost. Face2Face offers 5 sessions with one of our fitness coaches to help set goals, develop & perfect your workout program, understand importance of nutrition and celebrate your success. When you get started with us make sure you get started on this program.

Is your centre child friendly?

Belmont Oasis is proud to be the only local facility offering a crèche. Our crèche operates 9.00am-11.50am Monday to Friday for children 8 weeks to 7 years. Current crèche fees are \$6 for a 90 minute session with multi-buy discounts available.

Belmont Oasis also offers swimming lessons, junior sports and a licensed outside school hour care including a school holiday care program and pickup & drop off to local schools during the school term. Enrolment forms are available on our website and bookings are essential.

<http://www.belmontoasis.com.au/facilities/childcare>

How old do I have to be to get a membership?

Minimum age to sign for a membership is 18. Memberships for 16 & 17 year olds can be accessed but will need to be co-signed by a friend or family member over 18.

How do I cancel my membership?

Our memberships can be cancelled with 30 day's written notice. Simply see us in centre or email memberships@belmontoasis.com.au for a cancelation form.

Can I suspend my membership for a holiday?

If you are going away for more than 2 weeks you are able to put your membership on hold. A \$5 weekly holding is charged to maintain your membership. Simply see us in centre or email memberships@belmontoasis.com.au for a suspension form.

Do you have premium or small group training options?

Belmont Oasis offers premium level of support with Personal Training and Small Group Training. Check out Personal Training or Tribe Small Group Training on our website. These premium services cost a little extra but the support and results are second to none.

<http://www.belmontoasis.com.au/facilities/personal-training>

<http://www.belmontoasis.com.au/facilities/tribe-team-training>

How much are your memberships?

Our standard memberships including Health Club, Aquatics, Spa & Sauna, Face2Face and Group Exercise start from only \$15.30 per week on a weekly direct debit setup. Student and senior discounts are available from \$10.95 per week.

What discounts are available?

We offer student, corporate, concession and pension discounts with the presentation of a Centrelink healthcare card, secondary or tertiary student cards, seniors card, pension card, current FIFO roster or FIFO flight itinerary. Bring your concession cards along and save between 15-60%.

Are there any upfront costs?

To setup your membership a \$69 administration fee and start-up is taken with your first direct debit payment. There is nothing else to pay to get started.

Can I check out the facility?

If you would like a guided tour of the centre please click this link and one of our friendly staff will contact you to arrange a time.

<http://www.belmontoasis.com.au/membership/form/centre-membership-enquiry>

Can I try before I buy?

If you are an avid gym goer and wish to try the equipment first, we offer a one day pass for the health club, group fitness or aquatics. Simply click this link and one of our friendly staff will contact you to book a trial.

<http://www.belmontoasis.com.au/membership/form/free-visit-trial>

What are the T's & C's?

A full copy of our membership and debit Terms and Conditions are available in centre.