

# Bentleigh Fitness Centre FAQs

## 1. What are your opening hours?

- Monday-Thursday: 5.30am -10.00pm
- Friday: 5.30am – 9.00pm
- Saturday & Sunday: 7.00am-7.00pm
- All wet areas (swimming pool, spa, sauna and steam room) close 15 minutes prior to the facility closing time.

## 2. What are your staffed hours?

We are always fully staffed! At a minimum we always have a receptionist and personal trainer manning our facilities.

## 3. When is the busiest period?

Our busiest period is in the evening between 5.30pm-7.30pm. Most other times of the day are relatively quiet.

## 4. Do you offer free trials?

Yes, we offer a one day free trial if you have never been to our centre before. This trial pass will give you access to the entire facility including the gym areas, classes, pool, spa, sauna and steam room. Simply come into the facility to fill out a free trial form and we'll get you started!

## 5. Do you offer casual passes?

Yes, casual passes are only \$10 each and give you access to the entire facility including the gym areas, classes, pool, spa, sauna and steam room. \*\*Reformer and Barre classes must be pre-booked using our Bentleigh Fitness Centre App.\*\*

## 6. What should I bring to the gym? Are there lockers available?

Sweat towels are compulsory! Always have a towel with you to wipe down the equipment. Ensure you are wearing comfortable clothing (no jeans) and closed toe shoes. If you would like to use our locker facilities, please bring your own padlock (we also sell padlocks if you need to buy one). Also, hydration is key – remember your water bottle!

## 7. I'm interested in membership? What do you offer?

Our memberships are inclusive of all facilities including the gym areas, group exercise classes, pool, spa, sauna and steam room. We always offer a direct debit and a paid full option. Our direct debits are always no contract, offering great flexibility. Our paid in full options are often discounted. Ring us on 9579 3339 to find out our current options or send us an email at [info@bentleighfitnesscentre.com.au](mailto:info@bentleighfitnesscentre.com.au).

## 8. I've never been to the gym before – will I be fit enough to attend classes?

Definitely - all of our classes cater for beginner to advanced fitness levels. Introduce yourself to the instructor on your first class, let them know it's your first time and they can keep an eye on you.

## 9. Do you have memberships for minors?

The minimum age for members is 16 years old. All members aged 16 – 17 years old must have a parent or guardian co-sign their membership application form, health screening form and terms and conditions document. Members under 18 may then use the facility unsupervised once a qualified staff member has:

- I. Assessed your pre-exercise questionnaire.
- II. Written and supervised an initial resistance training program for you and taken you through an orientation of the gym.  
Please call the gym on 9579 3339 to make an appointment for an orientation session prior to joining.



## 10. Can minors use the gym on a free trial pass or casual visit?

The minimum age for a patron to use a free trial or casual pass is 16 years old. Patrons aged 16-17 years old must have a guardian sign off on their free trial and casual visit pass. Members under 18 may then use the facility unsupervised once a qualified staff member has:

- i. Assessed your pre-exercise questionnaire
- ii. Written and supervised an initial resistance training program for you (if required) and taken you through an orientation of the gym.

Please call the gym on 9579 3339 to make an appointment for an orientation session prior to coming for a free trial or casual visit.

## 11. Do you have to pay extra for group classes?

No, all of our group classes are included in your membership! There are over 115 classes to choose from a week!

## 12. Do you have start up sessions with a qualified Trainer?

Yes, absolutely! We offer a 1 hour one on one consultation with a qualified personal trainer called an "Orientation Session". This is for a fee of \$25. This includes a consultation, program design and show through as well as optional measurements and weight tracking. We recommend that anyone who is new to the gym, book in for a session to be shown through.

## 13. I am looking for a personal trainer, what options are available?

We offer personal training to members and also non-members. Personal training is ideal for those looking for extra guidance with their training. We always advise to take advantage of our introductory PT package as a starting point. This gives you 3 x 30min PT sessions for \$49.95 and allows you to "taste test" our PT service!

## 14. Am I able to freeze my membership?

Yes, we offer suspensions for all memberships. Memberships may be suspended at any time during each twelve months of the membership for a minimum of two weeks and up to a maximum of 26 weeks. In order to suspend, you must provide the club with a completed suspension request and payment 7 days prior to the date of the proposed suspension. Suspensions will not be backdated.

The fee structure is as follows:

- 2-10 weeks: \$10
- 11-20 weeks: \$20
- 21-26 weeks: \$30

Suspensions that are due to medical reasons will be processed free of charge when the club is provided with a medical certificate.

## 15. How do I cancel my membership?

All of our direct debit memberships have a 30 day cancellation notice period. Simply put your notice in writing (either via email or fill out a cancellation form in club) and we will send you a confirmation email of your request.

## 16. I've lost my key tag! What do I do?

Replacement key tags are \$11. Simply let us know at reception and we will organise another for you.

## 17. I'd like to use the pool – is that included?

Absolutely – our memberships are inclusive of our 25m indoor pool. However, please be aware of the lane availabilities (that work around swimming lessons). The current lane availability timetable is on our website – [www.bentleighfitnesscentre.com.au](http://www.bentleighfitnesscentre.com.au). If you are interested in swimming lessons for yourself or your children, please contact Saltwater Swim Schools on 9579 5989.

