



Terms of entry and use of *Physio Gym*[™] physiotherapy facility

CHECK-IN

- All Patients to register or wait at reception prior to consultation.
- Patients with an access pass can register by tapping the access reader for "Gym", "*Physio Gym*[™] Classes" or "Physiotherapy" as per membership.
- All patients must complete an exercise clearance form.
- All patients must complete an information form.
- Patients under 16 must be supervised by an adult that has been trained by the physiotherapist as competent in setting up and assisting with the exercises. Patients under 16 will only be offered a Staffed Access Membership (management discretion).

ETIQUETTE

- Use towels on all equipment.
- Wear clean shoes and clothes.
- Wear clean grip socks using the Pilates and **GYROTONIC**[®] equipment. If you have a cold, use alcohol cleaner provided for hands before use of equipment.
- Sweat on equipment should be cleaned with wipes provided.
- Clean foot bars and pads on leg cable machines and Pilates equipment after use.
- Clean head rest on Reformer after use.
- Clean hand unit on **GYROTONIC**[®] equipment after use.
- Clean seats on bike after use.
- If you are dirty, shower before using equipment.
- Put weights away after use.
- Take weights off barbell after use.
- Put equipment back in the designated space.
- Please be considerate of other patients when using exercise equipment.
- Wear clean closed shoes. Unless using the Pilates and **GYROTONIC**[®] equipment. Clean closed shoes **MUST** be worn.
- Use an exercise mat when on the floor.
- Put bags in provided storage.
- During *Physio Gym*[™] class time, ask instructor if it is OK to use equipment.
- Physiotherapists have priority when using equipment with patients, as such you may be asked to cease using the equipment for a period.
- Do not touch, exercise or lean on mirrors.
- Do not step on benches.
- Do not attempt unsafe exercising or lifting.
- If it is not safe or you feel it is not safe - **DON'T DO IT!**
- Do not play inappropriately.
- Do not attempt to fix equipment.
- No food and drinks around the equipment other than appropriate rehydration drinks.
- Do not use mobile phones for conversations sitting or standing on the equipment.
- If others are waiting for equipment advise them when you will finish.
- During busy times limit usage to 20 minutes on cardio equipment, and share other equipment during recovery times.

SAFETY

- The black rubber flooring mats on the ground level may occasionally move on the carpet. If you see any moved mats exercise with caution and advise staff.
- Always exercise responsibly.
- If lifting a heavy weight ask staff for assistance if required. If staff are not available then use provided Cage and the Smith Machine with appropriate stop bars.
- Only do exercises as prescribed by the therapist. Use the therapist prescribed equipment, weight and repetitions and progressions.

ACCOMPANYING CHILDREN

- At all times children are to be accompanied by an adult during your treatment sessions. The adult is responsible for the child.
- *Physio Gym*[™] staff will not be responsible for child minding.
- Children are **NOT PERMITTED** within the facility to accompany a gym member at any time.

24/7 RULES

- Do not allow others to enter the building with you or enter as you are leaving. All members must access the building with their own access key. For your own safety and the safety of others, do not allow others to enter who claim to have forgotten their key or who knock on the door or window.
- You must leave the facility in a quiet manner to respect our neighbours, you must exit the immediate surrounds of the facility in a quick manner and not loiter around the facility.
- Members must only use equipment that has been prescribed to them and must not use any equipment that is not in their prescribed programme. Random audits on CCTV will be conducted to check members comply with prescribed programme.
- No TV, amplified music is to be played, each member must use personal headphones if they wish to listen to music.
- You must keep noise to a minimum when in the facility after hours.
- All equipment must be put away in designated area after use to minimise risk and injury to other members and staff.
- Misuse of emergency procedures will result in a fine and suspension of membership.
- **Accidents, Incidents, or Problems:** For your safety and the safety of others, members are expected to immediately report any accidents, incidents, or problems with services and/or facilities to *Physio Gym*[™] management or staff.
- **Emergency Phone:** For emergency assistance press **FIRST** contact button on the Safety Station Phone (located at bottom of stairs). If this is unattended hang up and press the **SECOND** contact button if this is unattended press 000 button to alert emergency services. Misuse of this phone will result in a fine and suspension of your membership.
- **Emergency Button Station:** There are a series of Emergency Panic alarms throughout the practice. For emergency assistance press the **RED EMERGENCY BUTTON**, located throughout the practice. **This will ALERT A SECURITY COMPANY.** Misuse of this service will result in a fine and suspension of your membership.
- **Evacuation Procedure:** In the event of a building evacuation all members are required to **EXIT** the nearest door and assemble on the corner of Palace Street and Parramatta Road and must wait for proper authorities to arrive.
- **Changes to Your Personal Information:** If your personal details or information change, please help us to up to date by notifying us during staffed hours or by email.
- **Restricted areas:** Patients will not have access to treatment rooms, reception, kitchen and upstairs office, unless instructed or accompanied by their treating physiotherapist.
- Bicycles are not permitted into the club, they must be stored in alley way storage with key provided at reception.
- **Broken Equipment:** Any equipment that is found to be broken or out of order need to be documented on designated white board and have an out of order sign placed on it.

PAYMENT

- Payments for classes are required prior to commencement.
- Full payments are required at the time of treatment.
- No credit will be given or request for deferral of payments will be considered.

CANCELLATION

- **24 Hour Cancellation.**
- Full fee payment for session time applies.
- The following reasons are not exempt: sickness, WorkCover and CTP rescheduling, pre-booked member sessions, inconveniences, concessions.
*Exceptions need senior management approval.

REFUNDS

- No refunds will be given for change of mind on purchases.
- Products opened cannot be returned or exchanged, unless faulty or defective.

WORKCOVER AND CTP

- All non-approved or disputed insurance treatment claims must be paid for by the claimant.

DISCLAIMER

- *Physio Gym*[™] *physiotherapy* is not liable for any injuries sustained during exercise or for inappropriate use of equipment **by you or your guests.**