

Rules and Regulations

1) General Rules and Regulations:

- The club Rules & Regulations are applicable to all members, junior members, guests and visitors, to ensure the enjoyment, safety and wellbeing of everyone using the club.
- Personal information including a photo will be used to validate access.
- Club facilities, operating times, equipment and group exercises classes may differ from club to club.
- We reserve the right to change the rules and regulations including operating times and use of facilities.
- If you do not comply we can at our own discretion, deny access, cancel memberships or ask you to leave the premises.
- Use a sweat towel at all times and wipe equipment after use.
- Note the limited times allowed on cardio equipment during peak times.
- Pets (other than guide dogs) are not permitted.
- Firearms or other weapons are not permitted.
- Running in clubs is only allowed on designated equipment and areas
- You may not take any photographs or videos.
- No selling or marketing is allowed to other members while in our clubs.
- The use of all Planet Fitness logos is prohibited without consent.
- Junior member's free access benefit, which is associated with the main membership, will end on their 18th birthday.

2) Checking your Health Status:

- Before you start exercising confirm with your healthcare provider if you have any health risks.
- All members must ensure they complete our physical activity readiness questionnaire when joining.
- We recommend you warm-up before exercising and cool-down and stretch afterwards.
- Should your health status change it is your responsibility to inform us.

3) Access Policy:

- All members including junior members will be issued an access tag and a photo will be taken.
- You must present your own access tag to gain access.
- No-one else may use your access tag.
- Using your ID/Passport number for access is allowed for three consecutive times, after which you need to buy a new access tag.
- Access benefit for junior members is limited to the parent(s)/legal guardian(s) membership.
- Report lost or stolen access tags to avoid fraudulent use.
- If a new tag is required, it will be charged for.
- Access will be denied (including your junior members) should your membership not be in good standing.
- Use of the swim school requires a separate membership.

4) Junior Members General Rules

- Age restrictions apply for the use of facilities and equipment.
- JustGym membership fees apply to 13 - 17 year olds.
- Under 13 years old's must be accompanied by parent(s)/legal guardian(s).
- Preference must always be given to adult members.
- No under 13 year olds may access JustGym clubs.

5) 6 Months - 7 years old (Excluding JustGym)

- May not accompany Parent(s)/legal guardian(s) on the gym floor.
- May use the supervised facilities (where available) if between 6 months – 7 years old.
- Supervised facilities operating hours vary and may be used for a maximum of 2 hours per day.
- Parent(s)/legal guardian(s) are required to be in the club if their junior member is using the supervised facility.
- The same parent(s)/legal guardian(s) are required to sign junior members into/out of supervised facilities.
- Rules of the supervised facilities are to be observed.

- Junior's 4 years and older are not permitted into the change rooms of the opposite gender.

6) 8 – 12 years old (Excluding JustGym):

- May only use the swimming pool and cardiovascular equipment except the treadmills, sun beds and vibration plates.
- May not participate in adult group exercise classes.
- May not use the sauna/steam room/spa bath.

7) 13 – 15 years old:

- May use equipment, swimming pool and squash courts except sun beds and vibration plates.
- May participate in adult group exercise classes.

8) 16 – 18 years older:

- May use equipment, swimming pool and squash courts, except sun beds.
- May participate in adult group exercise classes.

9) Guest Policy:

- Over 18 year olds are required to sign the Guest Register/Indemnity Form before accessing the club and on each visit to the club.
- Guests under 18 years old, Guest Register/Indemnity Form is required to be signed by parent(s)/legal guardian(s), before accessing the club and on each visit to the club.
- Club rules are to be observed by all guests.

10) Behaviour in our Clubs:

- Access is prohibited whilst under the influence of alcohol, illegal drugs or performance-enhancing drugs.
- You may not bring alcohol or drugs into our clubs.
- Smoking including e-cigarettes, is not permitted anywhere on club premises.
- You may not use foul, loud, or abusive language.
- You may not physically/sexually/verbally abuse or harass other members, guests, visitors, tenants or members of staff.
- You may not commit any acts which may cause distaste, revulsion or hostility to other members, guests, visitors, tenants or members of staff.
- You will be liable for any damage caused by you, your junior members and guests.
- Only one individual is allowed in a shower cubicle at any one time.
- Appropriate exercise clothing and closed training shoes must be worn.
- No food or bags are allowed on the gym floor.
- You may only use plastic drinking bottles.

11) Use of Equipment:

- Handle weights and equipment with care and replace after use.
- Use the equipment for its intended purpose and follow the instructions provided, including weight limitations.
- Never load the equipment with any additional weights other than as pre stacked by the manufacturer.
- If you are unsure of how to use the equipment, ask a fitness qualified staff member to assist you.
- While training on the circuit, use the equipment in numerical order and move according to the circuit timer.
- When using any automated equipment, make sure the equipment has come to a complete stop before stepping onto or getting off it.

12) Vibration Plates:

- If available, observe the guidelines displayed and consult a doctor if you are concerned about your health risk prior to using the equipment.

13) Parking:

- Parking is for members and guests when using the club.
- Park in designated parking bays.
- Do not park in the disabled parking if you are not entitled to do so.
- If your car is not parked properly, it may be

- clamped and a fee charged for its release
- We do not accept responsibility for any loss, theft and/or damage to vehicles (or any mode of transport) including any valuables left in them.

14) Lockers and Personal Belongings:

- Lockers are provided to store your clothing and gym gear.
- You are required to bring your own padlock
- We do not undertake that the use of a locker will guarantee that theft of, or damage to your property, will not occur.
- Management reserves the right to open a locker, if we have reasonable grounds that a locker is being used for storage of anything else other than your clothing and gym gear.
- If personal belongings are left in a locker overnight, the lock will be cut and belongings held as lost property.
- Do not leave your personal belongings unattended.
- We do not accept responsibility for any loss or theft of money or loss or damage to personal property of members or their guests whether locked in a locker or otherwise.
- It is your responsibility to check if your personal insurance covers you for loss of personal effects.

15) Lost Property:

- Any belongings removed from lockers/left unattended and handed to reception, will be available at lost property at your club for 14 days.
- If you do not collect it within this time, we will donate it to charity.

16) Use of Studios:

- Class timetables and instructors may change from time to time without notice.
- Check class club schedules on our website for the latest details (www.planetfitness.co.za).
- Some classes may need to be pre-booked or may have maximum number of participants allowed.
- Arrive a few minutes before your class starts or you may not be allowed to join the class.
- It is your responsibility to inform your instructor of any injuries, illness or pregnancy.
- Use of studios is allowed when not being used for scheduled group exercise classes.

17) Squash Courts:

- If available, bookings are required to be made at reception but only for one week in advance.
- Court sessions are 45 minutes per session.
- Only 1 (one) session is allowed to be booked at peak times.
- To cancel, contact the club reception no less than one hour prior to your booking.
- If you do not arrive within 10 minutes of your booking, then the court will be allocated to other members.
- Squash shoes with non-marking soles must be worn on the courts.

18) Swimming Pool:

- No lifeguard supervision is provided.
- Children under the age of 13 years must be supervised by an adult at all times.
- No running is allowed in this area.
- Shower before entering the pool.
- Wear a swimming cap and costume.
- Observe any swimming direction displayed in the pool area.
- No diving allowed.
- You may not use the pool if you have a contagious illness.
- Only inflatables provided by the club are allowed.
- Babies and toddlers must wear aqua nappies or specifically designed baby swim trunks.
- Swimming pool lanes may be reserved for swim schools, check the notice board or at reception for details and class times.

19) Sauna/Steam Room/Spa Bath:

- We advise you do not use these facilities if you are elderly/pregnant/suffer from heart disease/ diabetes/high or low blood pressure or any other serious medical condition.
- Shower before entering the sauna, steam room or spa bath.

- Wear a costume at all times and sit on a towel when using the sauna/steam room.
- Observe reasonable time limits. We recommend you not use these facilities for longer than 10min's per session.
- Never use oils, creams or cosmetic products in the sauna, steam room or spa bath.
- Never shave or exfoliate.
- Never dry clothing or towels in the sauna.
- Don't touch the sauna hot rock unit.

20) Concierge Services: (Selected signature clubs only)

Towels:

- One shower and one sweat towel allocated per member per session.
- Please return towels to reception desk or change room.

Steam Iron:

- Clothing left at own risk.
- Limited to current daily wear.

Shoe Shine:

Available on request.

21) Safety:

- In the event of an emergency, please follow the staff's instructions at all times.
- Follow the health and safety notices displayed throughout the club.
- Do not tamper with fire doors or any safety devices.
- Be aware of the different floor surfaces that you move across as you walk through the club.
- As ongoing cleaning and maintenance does take place, related tools and equipment may be hazardous, and some floor surfaces may be slippery. Proceed with caution in these areas.
- Please report all injuries/incidents and/or any hazards to reception.

22) Personal Training:

- Only authorised Planet Fitness Personal Trainers are permitted to provide personal training in our clubs.
- Personal Training done under pretence as a member is not allowed whether it's for payment or not, and all parties may be expelled or suspended.

23) pumpHIITup studio:

- Subject to availability
- The pumpHIITup studio sessions are at an additional cost to members and non-members (ie. not included in your monthly membership fee or daily guest fee).
- Bookings are required to be made on the pumpHIITup app in advance.
- pumpHIITup class duration may vary.
- To cancel a session, Login to the pumpHIITup app and cancel no less than 1 hour prior to booking. Session will not be credited or refunded if cancelled less than 1 hour before session or if not attended
- It is your responsibility to inform your instructor of any injuries, illness or pregnancy
- If you are prone to suffer from seizures due to photosensitive epilepsy, we recommend that you do not participate in pumpHIITup
- Only participants aged 16 years and older may attend pumpHIITup studio classes
- Please refrain from leaving your personal belongings unattended or in the way of other participants. Planet Fitness will not take any responsibility for damaged or lost goods
- pumpHIITup sessions are grid-based interval training, therefore ensure all instructions are followed as given by the coach

24) Contact Us:

Should you wish to give us feedback for whatever reason you can do so by contacting the club General Manager first or by logging onto our website on www.planetfitness.co.za or through the Customer Service Centre via email customerservice@planetfitness.co.za or call 0861 496 463.

