

# Chermside Casual Visit Booking Terms and Conditions

## Booking Terms and Conditions:

### **1. Your Booking**

- 1.1. Casual passes to the TotalFusion Chermside Wellness Centre (Wellness Centre) are time based.
- 1.2. On making the booking you will be charged the cost of the time you have booked for yourself (or other guests if making a group booking) as a deposit for the cost of your
- 1.3. If you (or a guest on your booking) exceeds the booking time per your booking you will be charged this additional time in 15 minute increments at our 90 minute pro-rated booking rate (please refer to our website for this rate).
- 1.4. This will be charged automatically to the payment method used when originally making the booking.
- 1.5. Bookings may be cancelled up to 24 hours before the start of your booking online. Any bookings cancelled after this time will be charged a 50% late cancellation fee.

### **2. Checking in and Out of your Booking**

- 2.1. To determine the times you enter and exit on your booking at the Wellness Centre we have a check in and check out policy.
- 2.2. Upon entry to the facility you will be directed to the Wellness Centre Reception to check into your booking. Upon checking in you will receive a wrist band that will give you access to enter and exit the Wellness Centre during your booking.
- 2.3. You must wear this wrist band at all times when using the facilities.
- 2.4. On completion of your booking you are required to check-out and return this wrist band to the reception to complete your booking.
- 2.5. This check-out time will determine the length of your booking. If you exceed the time of your initial booking by greater than 15 minutes you will be charged.
- 2.6. Failure to check-out or return the wrist band means that you will be charged our full day casual pass rate.

# Chermside Rooftop Guidelines/Waiver

TotalFusion Chermside Wellness centre is a state-of-the-art facility featuring a comprehensive range of amenities such as saunas, steam rooms and hot and cold plunge pools to allow members and guests to refresh their minds and bodies.

To ensure both members and guests enjoyment of the facilities please abide by the below rules. Failure to abide by these rules may lead to you be asked to leave by management for the benefit of all members and guests.

## 1. Quiet Enjoyment

- 1.1. The Wellness Centre is designed as a place of relaxation and quiet enjoyment. Please refrain from noisy or offensive behaviour that will disrupt other guests' relaxation. Aggressive, rude or sexually inappropriate behaviour will not be tolerated.
- 1.2. Please turn your phone on silent on entry to the Centre and refrain from including by making phone calls or playing audio without the use of headphones.

## 2. Dress code

- 2.1. You must wear your Guest Wristband (provided on check-in) at all times when using the Wellness Centre.
- 2.2. You must have appropriate clothing/swimwear for use in any amenities. Clothing must always be worn.
- 2.3. There are change rooms available for use for storing bags and other personal items while using the wellness centre.

## 3. Hygiene

- 3.1. For health, safety and hygiene reasons, you must shower before entering any sauna, spa and steam areas,
- 3.2. You must have a towel when entering or using any of the Saunas and Steam Rooms. You will be provided one towel on entry to the Centre. You are welcome to bring additional towel or hire an extra towel if you would like to use multiple towels during your visit.

## 4. Sauna, spa and steam areas

- 4.1. For health, safety and hygiene reasons, you must shower before entering any sauna, spa and steam areas, and must have a towel when entering such areas. You must not, when accessing such areas:
  - (a) engage in any exercise;
  - (b) carry out any personal body care, including shaving or applying oils, creams or cosmetic products;
  - (c) Pouring water on to the sauna
- 4.2. Infrared Saunas are dry saunas so please dry off before entering these facilities as water will damage the electrical systems

- 4.3. Use of the Wellness facilities is at your own risk. It is your responsibility to follow all use instructions and safety information provided to you to ensure that you use these facilities in a safe manner that does not put yourself or others in danger.
- 4.4. By entering the Wellness Centre you warrant that you are in good health and are physically fit to use the amenities.
- 4.5. You agree to use these facilities safely and appropriately and declare any medical conditions that you may have which may be a risk to using these facilities. Failure to declare underlying medical conditions to our staff waives TotalFusion of any liability due to injury or fatality.
- 4.6. If you are unsure about the safe use of any equipment our staff is available full time to answer any questions and provide instruction on safe use.

**5. Food and Drink**

- 5.1. Only food and drink purchase from the Centre may be consumed on the premises.
- 5.2. Food and drink should be consumed at the designated tables and may not be consumed in any of the spas, saunas or steam rooms.
- 5.3. No glass should be brought near or into the spas, saunas or steam rooms.