

Membership FAQ

How do I join?

To join, all you need to do is make an appointment with our membership consultants by calling (02) 9565 1906. Our Consultants are there to explain the membership details and all the options available and help work out what options are best for you. They can also show you around the facility and answer any questions you have.

Alternatively visit our website for our standard membership pricing:

<http://www.akac.com.au/membership>

How do I pay?

Visit passes are paid up front; cash and all major cards are accepted (No Amex). Members pay weekly via a weekly direct debiting from either your nominated bank account or credit card (Amex accepted).

When do payments occur?

Payments are weekly and occur automatically out of your nominated account. They will occur every Thursday.

How long is the membership?

ALL Visit pass Packages must be used within 12 months from purchase date.

There are both 12 month Commitment and No Commitment membership options, please talk to a membership consultant to find out which works best for you. We offer you the ability to suspend your membership please speak to a consultant to find out more.

What do I receive?

Once you have signed up to a FULL Health Club membership you are entitled to:

- Full access to the pool;
- Full access to the gym facilities;
- All aqua aerobics classes;
- All Health Club Group Fitness classes (check out our website for a full list of classes);
- Access to our face2face program.

Can I suspend my membership?

We offer you the ability to suspend your membership. Just come in and complete a suspension form, and give us 7 days' notice.

I am with a Health Fund, can I get a rebate?

If the Health Fund you are with offers a rebate for gym memberships, then we can provide you a receipt of what is paid. You may be able to save substantially off your membership!

Can I transfer membership?

Memberships are not transferable; they need to be associated with one individual.

How do I cancel?

We require you come in and complete a cancellation form 30 days prior to your chosen cancellation date for time to process; this also will give you a carbon copy and confirmation of cancellation.

You will still have access to the Centre for the 30 days leading up to your end date.

You can contact our Sales Coordinator on (02) 9565 1906 or email membershipconsultant@akac.com.au.

Do I book for Group Fitness Classes?

If you want to attend any Group Fitness Classes, all you need to do is to come 30 minutes before the class and get a ticket from the downstairs reception by purchasing a visit or producing your membership card. Classes are limited numbers so please ensure you arrive early to avoid missing out.

Can I get a Personal Trainer?

Yes you can! If you are interested in booking in personal trainer session, talk to one of our friendly membership consultants for pricing and packages. Only takes 5 minutes