

## Club Forma Policies & Procedures Manual

### Introduction

Welcome to Club Forma, the beacon of health and wellness for busy professionals in Richmond, Melbourne. This document serves as a guide to the standards, operations, and ethos that define our club. Through adherence to these policies and procedures, we create an environment that fosters individual growth, community, and excellence in fitness and wellness.

### Club Forma Vision and Mission

**Vision:** To inspire and empower busy professionals to achieve their peak performance in life through a holistic approach to health and wellness.

**Mission:** At Club Forma we are dedicated to providing a premium, personalized fitness experience in a supportive environment. We focus on individual goals, fostering a sense of community, and promoting long-term wellness. Our professional, quirky, and inspiring team is committed to helping members feel good, energized, and happy.

### User Experience

At Club Forma, the member experience is streamlined and enriched by technology and personal touch points from the first interaction: Website and Online Presence: Easy navigation and comprehensive information about services and memberships.

**Club Entry and Onboarding:** A warm meet and greet, followed by a personalized consultation to integrate health and wellness seamlessly into the member's lifestyle.

**Community:** Members enjoy a sense of belonging to an exclusive yet welcoming gym family, with regular social events and community-building activities.

### Code of Conduct

**Members and Guests:** Respect the club's equipment, staff, and fellow members. Follow the club's health and safety protocols. Dress appropriately for a fitness environment.

**Staff:** Uphold the highest standards of professionalism and confidentiality. Be approachable, attentive, and ready to assist members in achieving their fitness goals.



## **Membership Policies**

### **Sign-Up Procedure**

Prospective members must complete an online application form on the Club Forma website, via text message, or in person at the club.

Upon submission, an appointment will be scheduled for a tour of the facilities and a consultation with a personal trainer to discuss fitness goals and set the best plan for progress and success.

Members must agree to the Club's terms and conditions and sign a membership agreement prior to starting.

### **Cancellation Policy**

Members wishing to cancel their membership must provide 30 days' written notice.

A cancellation form can be submitted via email to the Club's membership services at the following email address [welcome@clubforma.fit](mailto:welcome@clubforma.fit)

Any outstanding dues must be settled prior to cancellation.

### **Club Access Freeze**

Members can request to freeze their Club Access membership for a minimum period of two (2) weeks (1 payment) and a maximum period of six (6) weeks (3 payments) in each year, if not accessing the club for one-to-one sessions or outside one-to-one sessions, during the freeze period.

A written request must be submitted at least ten (10) days before the desired start date of the freeze.

## **Health and Safety Guidelines**

### **Equipment Safety**

Use equipment as intended. Report malfunctions immediately to a staff member or via text message or in-app messaging to your trainer.

### **Cleanliness**

Sanitize equipment before and after use. Follow club guidelines for personal hygiene.

### **Emergency Procedures**

In case of an emergency, members should immediately notify a staff member. Emergency exits are clearly marked throughout the facility.

A first aid kit is available in the Storeroom situated next to the Glute Zone – immediately in front of you as you open the door. Staff are trained in basic first aid.



## **Payment Policies**

### **Fees**

One-on-One session fees are due weekly and are paid via direct bank debit on Sunday (one minute past midnight, Saturday night) of each week. Club Access Fees are paid fortnightly via direct bank debit at the beginning of the week.

### **Missed Payments**

Payments that fail to process due to insufficient funds incur a 'failed transaction fee' of \$8.80. This fee is charged by the payment gateway provider (Paychoice) and Club Forma in no way benefits from the fee.

## **Staff Conduct and Responsibilities**

### **Professional Development**

Regular training in fitness trends, health protocols, and customer service.

### **Member Interaction**

Proactively offer assistance, fitness advice, and encouragement.

## **Complaints and Feedback Procedure**

### **Process**

Members can submit feedback through our website, suggestion box, or directly to any staff member.

### **Resolution**

The management team reviews feedback weekly and aims for prompt resolution of any issues.

## **Privacy and Confidentiality**

### **Data Protection**

We adhere to strict data protection laws to safeguard personal information.

### **Confidentiality**

Staff are trained to maintain the confidentiality of member information.



## **Procedures for Items Left Behind in a Locker**

### **Procedure for Handling Lost Items**

Items left in lockers will be removed and stored in the lost and found area at the end of each day. Valuable items (wallets, jewellery, electronics) will be stored securely and can be claimed via a staff member.

Items will be held for 30 days. Unclaimed items may be donated to charity or disposed of.

### **Claiming Lost Items**

Members must provide a detailed description of the lost item to claim it.

## **Amendment and Review Process**

### **Feedback**

We welcome suggestions for improving our policies and procedures.

### **Review**

This document is reviewed annually to ensure it remains current and comprehensive.



### **Conclusion**

Club Forma is committed to excellence in all aspects of our operations. This Policies and Procedures Manual ensures that we maintain the highest standards of service, safety, and community engagement. We thank our members and staff for upholding these principles and contributing to our vibrant, wellness-focused community.