



# NORTHCOTE AQUATIC AND RECREATION CENTRE GROUP FITNESS GUIDELINES

**\*Updated effective 1/1/25**

## Welcome to Northcote Aquatic and Recreation Centre (NARC)

We're thrilled to have you join/be a part of our group fitness community! To ensure a smooth, safe, and enjoyable experience for everyone, please take a moment to familiarise yourself with the following guidelines. These help us create a welcoming environment where all members can thrive and get the most out of their classes.

Thank you for your cooperation and commitment to making NARC a great place for health and wellness!

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### Arrival and Punctuality

- **Arrive Early:** Please arrive 10-15 minutes before your class to allow time for check-in, setup, and any pre-class preparation.
  - **Parking:** Parking can be challenging during peak times. We recommend allowing extra time to find a spot or considering alternative parking on nearby streets to ensure timely arrival.
  - **Start Time is Final:** Classes start promptly at the advertised time. Late arrivals cannot be admitted and will be marked as a "Missed Class," incurring a \$5 fee.
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### Class Etiquette

- **Dress Code:** Wear comfortable, appropriate fitness attire and closed-toe athletic shoes. Exceptions: Reformer Pilates and Wellness classes, where grip socks are recommended. Open-toe shoes, sandals, and crocs are not permitted.
  - **Essentials to Bring:** A sweat towel is required for all group fitness classes. Non-glass water bottles are also encouraged.
  - **Equipment:** Mats and other equipment are provided. However, feel free to bring your own yoga mat for comfort.
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### Booking Classes

You can book classes via:

1. **Technogym Mobile App:** Log in, navigate to the NARC facility, select "Group Fitness Classes," and follow the prompts to book.  
[Technogym App Link](#)
  2. **Client Portal:** Log in, click "Book," and select your preferred class.  
[Client Portal Link](#)
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## Booking Policies

- **Booking Window:** Classes can be booked up to **7 days + 1 hours in advance**.
- **Daily Limit:** Members may book **up to 3 classes per day**.
- **Bookings Close:** Online class bookings close 15-minutes prior to class commencement.
- **Last Minute Bookings:** If a spot becomes available and you'd like to join a class, our Customer Service team can assist by manually booking you in up to 5 minutes before the class starts. For help, feel free to contact us directly, and we'll do our best to accommodate you!
- **Waitlist:** A waitlist of 5 members is available for fully booked classes. You will be notified via email if a spot becomes available

Please Note: Waitlisted members can be added to a class no later than **15 minutes** before class commencement.

## Waitlist recommendation

When joining a waitlist, please be prepared to attend if you're automatically added due to a cancellation. Cancellations can happen at any time, including overnight, so ensure the timing works for you. If you're unsure about your availability, consider whether waitlisting is the right choice. Being ready to attend helps us manage the schedule efficiently and ensures fair access for everyone.

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## Cancellations and Fees

Class bookings can be cancelled online, in person, or over the phone/email up to **15 minutes** prior to the class commencement.

- **Free Cancellation:** Cancel at least **1 hour before the class starts** to avoid fees.
- **Late Cancellation:** A \$5 fee applies for cancellations made within **1 hour of class commencement**.
- **Missed Classes:** A \$5 fee applies if you do not attend a booked class.
- **Extenuating Circumstances:** If unforeseen events prevent attendance, contact our Customer Service Team to discuss. Fees may be waived at our discretion.

Our classes are highly popular, and each spot is valuable to our members. Late cancellations or missed classes can prevent other members from having a fair chance to plan and attend.

To support everyone's opportunity to participate, please cancel any bookings you cannot attend at least one hour before the class starts. This ensures your spot can be filled by another member and helps you avoid a penalty fee.

Thank you for your understanding and cooperation in making our classes accessible for all.

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## Check-In Process

To ensure your attendance is recorded and avoid any missed class penalties, you must check in with your instructor upon arrival.

1. Proceed to your class studio upon arrival.
2. Use the wristband scanners outside each studio to gain access. Simply run your membership wristband over the scanner; the door will open.

3. Check in with your instructor to confirm your attendance. Take this opportunity to inform them of any special requirements or injuries so they can best support you during the class.

**If your wristband isn't working:** Speak with a member of our Reception Team to confirm your membership and wristband are in good standing.

### **Narrandjeri Reformer Studio**

1. Upon arrival, proceed upstairs to the Reformer Studio (Floor 1 – Multipurpose Room 2).
2. Check in with your instructor to confirm your attendance. Take this opportunity to inform them of any special requirements or injuries so they can best support you during the class.

### **Narrandjeri Virtual Reformer Pilates**

1. An induction and registration process is required before booking Virtual Reformer Pilates.
  - The induction is a 3-step process, completed on the Technogym App that includes the following:
    - View Reformer Bed Induction Video
    - View Reformer Kiosk Video
    - Complete Registration Form
  - Once completed, your profile will be updated, and you will be eligible to book Virtual Reformer Pilates classes.
2. Patrons must check in at reception upon arrival before proceeding to the class.

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### **Instructor No-Show Policy**

In the rare event that a class is cancelled by NARC within 1 hour or less of the scheduled start time, members booked for the class will be contacted via phone or text. Additionally, a \$5 credit will be issued to all members booked for the session.

#### **How It Works:**

- A \$5 credit will automatically be applied to your account if you were booked for the cancelled session.

#### **Communication:**

- Our team will notify you via phone or text as soon as possible.
- Every effort will be made to provide a substitute instructor to avoid class cancellation.

We sincerely apologise for any inconvenience and appreciate your understanding and flexibility in such situations.

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### **Casual Visitors**

Casual visitors are welcome to participate in group fitness classes and follow the same booking and cancellation policies as members.

- **To Book:** Create a free guest account via the Client Portal to book your class.

### **Cancellation Policies for Casual Visitors**

- **Cancellation with Refund:**

If you cancel your class booking **15 minutes or more before the class starts**, you will receive a refund for the class.

- **Cancellation without Refund:**

If you cancel your class booking **less than 15 minutes before the class starts**, no refund will be issued.

- **Late Cancellation or Missed Class Fees:**

Casual users are required to pay any late cancellation or missed class fees manually via the Client Portal or at the Reception desk.

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### Payment and Eligibility

- **Outstanding Payments:** Members with unpaid fees cannot book classes until their balance is cleared. Payments can be made online via the Client Portal.
  - **Membership Freeze:** Suspended memberships cannot book classes unless the freeze is lifted or a casual fee is paid.
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### Safety and Fair Access

- **Bookings Close:** Online bookings close **15 minutes before the class starts**. Reception can assist with bookings up to **5 minutes before class commencement**.
  - **Last-Minute Bookings:** For safety reasons, bookings are not accepted within 5 minutes of class start time.
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### Additional Information for Patrons

- **Plan Ahead:** Double-check your booking status before arriving to ensure a smooth experience.
  - **Changing Your Booking:** If you cannot attend, please cancel as early as possible to free up space for others.
  - **Respect Others:** Be mindful of fellow patrons by keeping noise levels low and ensuring equipment is returned neatly after use.
  - **Follow Instructions:** Always follow the guidance and instructions provided by your instructor to ensure a safe and enjoyable class experience.
  - **Cleanliness:** Please wipe down mats and any equipment used during your session to maintain a clean and hygienic environment for everyone.
  - **Feedback Welcome:** Your feedback helps us improve. Speak to our team or email us with any suggestions or concerns.
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### Amendments to Guidelines

These rules are subject to change at the discretion of Clublinks. Please check regularly for updates to stay informed.

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### Contact Us

For assistance or enquiries, please reach out:

- Email: [info@northcoteaquaticrecentre.com.au](mailto:info@northcoteaquaticrecentre.com.au)
- Phone: **03 9088 4600**

Thank you for choosing NARC for your fitness journey!