

MEMBERSHIP GUIDELINES

Club Usage

As a member of Anytime Fitness, you have access to all Anytime Fitness clubs worldwide, 24 hours a day using your AF Access Pass. There's no limit to how often you can train.

Your AF Access Pass

For security reasons, members may only have one form of access at a time, either a physical access pass (key fob) or a digital pass on their smartphone. Access is strictly personal and must not be shared under any circumstances.

Guest Policy

If you want to bring a guest along to the club, you will need to let the club staff know beforehand so they can arrange a guest pass. Providing access to non-members at any time may result in your membership being cancelled.

Respectful Behaviour

Please always treat fellow members and staff with respect. Aggressive, abusive, or threatening behaviour, including swearing and intimidation, will not be tolerated and may result in cancellation of your membership.

Animals in the Club

Animals are not permitted in the club at any time, with the exception of registered service animals. Service animals must remain under control and with their owner at all times.

What to wear

Appropriate training attire is required at all times. Closed-in footwear must be worn, no sandals, slides, crocs or similar footwear. Shirts and shoes must remain on while in the club. Gang-affiliated clothing, patches, or paraphernalia are not permitted.

Restrooms & Shower Facilities

Please use the changerooms and shower areas for changing. Bring your own amenities (e.g. towels, shampoo) and take all belongings with you when finished. Be mindful of time, especially during busy periods, so all members have fair access to the facilities. Please leave the space clean and ready for the next person.

Fitness Consultation

We strongly encourage all members to book an initial Fitness Consultation with a Coach. This helps develop a personalised plan and ensures you get the most out of your membership.

Equipment Usage

Please wipe down equipment after use using the gym wipes provided, and return all weights and equipment to their proper place when finished. During busy periods, be mindful of others, share equipment and avoid using multiple pieces at once. If you notice any equipment that is missing, damaged, or not working correctly, please let staff know.

Age Requirements

Children under the age of 14 are not permitted in the club. Members aged 14–16 must join with a parent or guardian present and may only train under their direct supervision at all times. Members aged 16–18 must join with a parent or guardian present at sign-up and may then train independently. All members under the age of 18 must complete a Fitness Consultation prior to training.

Lost or Stolen Items

Anytime Fitness is not responsible for lost or stolen items. Please keep your belongings secure at all times. If you believe you have left something behind, let staff know and we will do our best to assist.

Smoke/Vape-Free Zone

Smoking and vaping are not permitted in the club. This includes the front entrance and immediate surrounding areas.

Emergency Procedures

Your safety is a priority. Each club is equipped with emergency panic buttons and personal security devices that connect directly to our security provider. These are located on the safety wall, along with a first aid kit, emergency phone, and AED. CCTV and security systems operate throughout the club to support our 24/7 environment.

Ongoing Membership

All direct debit memberships have a minimum term based on the option you have selected. After this period, your membership will continue on an ongoing basis until you choose to cancel.

Membership Billing Services

Membership payments are processed by our billing provider, Ezypay, on behalf of Anytime Fitness. 'Ezypay' will appear on your bank or credit card statement. Please ensure sufficient funds are available in your account to avoid additional fees. A \$7.00 late fee will apply to any unsuccessful payment.

Freezing Your Membership

You can place your membership on freeze by notifying your home club in writing (via email). The minimum freeze period is 2 weeks, with a maximum of 12 weeks in total unless otherwise approved by the club manager. A freeze fee of \$5.00 per week applies. Any time on freeze will be added to the end of your minimum term.

Cancelling Your Membership

You can cancel your membership by notifying your home club in writing (via email), in accordance with your Membership Agreement. A 30-day notice period applies to eligible memberships. Cancellation terms, including any applicable fees, will depend on your membership type.

Transferring Your Membership

Memberships can be transferred between Anytime Fitness clubs worldwide. If you use a club other than your home club more frequently over a 60-day period, your membership may be transferred to that club, which may have different membership rates.

For more information about your membership, please refer to your Membership Agreement or contact your home club directly.