

## **UniActive – Innovation Campus 24-7hr FAQ's**

**1. I have just joined UniActive as a member – can I use UniActive – Innovation Campus?**

Yes, if you hold a Platinum, Gold, Silver Pass of Fitness Passport you can visit UniActive Innovation in our staffed hours. You can use your current RFID to access the turnstiles.

**2. What hours does Uniactive – Innovation Campus have staff supervision?**

Monday- Friday (8am-1pm) & (3.30pm-7pm)  
Saturdays – (8am-11am)

**3. What if I wish to use the gym outside of the above times?**

You will need to attend the UniActive- Innovation Campus Club initially in staffed hours and complete a 24hr Waiver and Health Screen to ensure you are suitable to access the Club without supervision. You will be provided with a short Safety Induction from one of our Staff members. This should take 5-10min total. Please make sure you attend in staffed hours.

**4. How much is the ACCESS CARD?**

All UniActive Platinum, Gold and silver members will be provided an RFID as part of their membership fees. (Fitness Passport holders need to purchase an RFID (\$10) and 24hr access (\$20).

**5. Isn't it dangerous for members to exercise without appropriate trained staff?**

All members wishing to use the gym in non-staffed hours will need to attend a Compulsory Induction, which will assess their health and fitness condition, and only persons deemed low risk will be able to attend in non-staffed hours. The Induction will also cover things such as First Aid stations, Emergency/evacuation procedures, as well as new Terms and Conditions.

**6. Can members UNDER 16 get an access card?**

No, children aged under 16yrs cannot use the gym in non-staffed hours (even if they are with a parent outside of staffed hours) – they must attend in staffed hours or use UniActive – Wollongong Campus.

**7. What happens in the case of an Emergency?**

We are fortunate to have UOW Security at Innovation Campus 24hrs/ 7days a week who will respond to all emergencies, their number will be posted around the gym, and we will be encouraging all members that use the gym in non-staffed hours to use their smart phone app... SAFEZONE

**8. What is SAFEZONE?**

SAFEZONE allows you to register your phone/you with UOW Security and should you encounter any threats whilst in the gym you can use any of the (Emergency, First-Aid or Help), instant buttons on your phone. You can also Check-In for an after-hours' gym session. UOW Security will then call you back on your phone and you can explain the issue or if you do not answer they will respond immediately.

**9. I have a 10 Visit Pass, can I purchase the 24hr ACCESS CARD?**

No. Only Platinum, Gold, Silver and Fitness Passport members can access the Club in non-staffed hours.

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