

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-2pm) & (3-6pm)
Saturdays – (1-4pm)

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.
