



Rules and Regulations

1) General Rules and Regulations:

- The club Rules & Regulations are applicable to all members, underage and / or dependents, guests, and visitors, to ensure the enjoyment, safety, and wellbeing of everyone using the club.
- Personal information including a photo will be used to validate access.
- Club facilities, operating times, equipment, and group exercise classes may vary from club to club.
- We reserve the right to change the rules and regulations including operating times and use of facilities.
- If you do not comply, we can at our own discretion, deny access, cancel memberships, or ask you to leave the premises.
- Always use a sweat towel and wipe equipment after use.
- Note the limited times allowed on cardio equipment during peak times.
- Pets (other than guide dogs) are not permitted.
- Firearms or other weapons are not permitted.
- Running is only allowed on designated equipment and areas.
- Any photos and / or videos taken must not include other members without their consent.
- The taking of photos and / or videos for commercial use require prior approval.
- No photos and / or videos may be taken in the changing rooms.
- No selling or marketing is allowed to other members while in our clubs.
- The use of all Planet Fitness logos is prohibited without consent.
- Underage and / or dependents' free access benefit, which is associated with the main membership, will end on their 18th birthday.

2) Checking your Health Status:

- Before you start exercising confirm with your healthcare provider if you have any health risks.
- All members must ensure they complete our physical activity readiness questionnaire when joining.
- We recommend you warm-up before exercising and cool-down and stretch afterwards.
- Should your health status change it is your responsibility to inform us.

3) Access Policy:

- All members including underage and / or dependents will be issued an access tag and a photo will be taken.
- You must present your own access tag to gain access.
- No-one else may use your access tag.
- Using your ID / Passport number for access is allowed for three consecutive times, after which you need to buy a new access tag.
- Access benefit for underage and / or dependents is limited to the parent(s) / legal guardian(s) membership.
- Report lost or stolen access tags to avoid fraudulent use.
- If a new tag is required, it will be charged for.
- Access will be denied (including your underage and / or dependents) should your membership not be in good standing.
- Use of the swim school requires a separate membership.

4) Underage and / or Dependents:

- Age restrictions apply for the use of facilities and equipment.
- Just Gym - Under the age of 13 may not access.
- Blue / Signature Clubs - Under the age of 8 may not access clubs without Planet Kids.
- Blue / Signature Clubs - 8- to 13-year-olds must be accompanied by parent(s) / legal guardian(s).

5) 6 Months - 7 years old (Excluding Just Gym and Clubs without Planet Kids)

- May not accompany Parent(s) / legal guardian(s) on the gym floor.
- Planet Kids operating hours may vary from club to club.
- May only be used for a maximum of 2 hours per day.
- Parent(s) / legal guardian(s) are required to be in the club if their underage and / or dependents are using Planet Kids.
- The same parent(s) / legal guardian(s) are required to sign underage and / or dependents into/out of Planet Kids.

- Rules of Planet Kids, as displayed are to be observed.
- Underage and / or dependents 4 years and older are not permitted into the change rooms of the opposite gender.

6) 8 – 12 years old (Excluding Just Gym):

- May only use the swimming pool, indoor track, Upright and Recumbent bikes.
- May not use treadmills, Ellipticals, Power Mills, Sun Beds, and vibration plates.
- May not participate in adult group exercise classes.
- May not use the sauna and / or steam room.

7) 13 – 15 years old:

- May use equipment, swimming pool and squash courts except sun beds and (if under the supervision of legal guardian/parent) vibration plates.
- May participate in adult group exercise classes.
- May use sauna and / or steam room.

8) 16 – 18 years old:

- May use all equipment, swimming pool and squash courts, except sun beds.

9) Guest Policy:

- Over 18-year-olds are required to sign the Guest Register / Indemnity Form before accessing the club and on each visit to the club.
- Guest Register / Indemnity Form is required to be signed by parent(s) / legal guardian(s), for all guests under 18 years old, before accessing the club and on each visit to the club.
- Club rules are to be observed by all guests.

10) Behaviour in our Clubs:

- Access is prohibited whilst under the influence of alcohol, illegal drugs, or performance-enhancing drugs.
- You may not bring alcohol or drugs into our clubs.
- Smoking including e-cigarettes and vapes, is not permitted anywhere on club premises.
- You may not use foul, loud, or abusive language.
- You may not physically / sexually / verbally abuse or harass other members, guests, visitors, tenants, or members of staff.
- You may not commit any acts which may cause distaste, revulsion or hostility to other members, guests, visitors, tenants, or members of staff.
- You will be liable for any damage caused by you, your guest and an underage and / or dependent.
- Only one individual is allowed in a shower cubicle at any one time.
- Appropriate exercise clothing and closed training shoes must be worn.
- No food or bags are allowed on the gym floor.
- You may only use plastic drinking bottles.

11) Use of Equipment:

- Handle weights and equipment with care and replace after use.
- Use the equipment for its intended purpose and follow the instructions provided, including weight limitations.
- Never load the equipment with any additional weights other than as pre stacked by the manufacturer.
- If you are unsure of how to use the equipment, ask a fitness qualified staff member to assist you.
- While training on the circuit, use the equipment in numerical order and move according to the circuit timer.
- When using any automated equipment, make sure the equipment has come to a complete stop before stepping onto or getting off it.

12) Vibration Plates:

- If available, observe the guidelines displayed and consult a doctor if you are concerned about your health risk prior to using the equipment.

13) Parking:

- Parking is for members and guests when using the club.
- Park in designated parking bays.
- Do not park in the disabled parking if you are not entitled to do so.

- If your car is not parked properly, it may be clamped, and a fee charged for its release.
- We do not accept responsibility for any loss, theft and/or damage to vehicles (or any mode of transport) including any valuables left in them.

14) Lockers and Personal Belongings:

- Lockers are provided to store your clothing and gym gear.
- You are required to bring your own padlock.
- We do not undertake that the use of a locker will guarantee that theft of, or damage to your property, will not occur.
- Management reserves the right to open a locker, if we have reasonable grounds that a locker is being used for storage of anything else other than clothing and gym gear.
- If personal belongings are left in a locker overnight, the lock will be cut, and belongings held as lost property.
- Do not leave your personal belongings unattended.
- We do not accept responsibility for any loss or theft of money or loss or damage to personal property of members or their guests whether locked in a locker or otherwise.
- It is your responsibility to check if your personal insurance covers you for loss of personal effects.

15) Lost Property:

- Any belongings removed from lockers / left unattended and handed to reception, will be available at lost property at your club for 14 days.
- If you do not collect it within this time, we will donate it to charity.

16) Use of Studios:

- Class timetables and instructors may change from time to time without notice.
- Check class club schedules on our website for the latest details (www.planetfitness.co.za).
- Some classes may need to be pre-booked or may have maximum number of participants allowed.
- Arrive a few minutes before your class starts or you may not be allowed to join the class.
- It is your responsibility to inform your instructor of any injuries, illness, or pregnancy.
- Use of studios is allowed when not being used for scheduled group exercise classes.
- Heels and posing in studios are prohibited.

17) Squash Courts:

- If available, bookings are required to be made at reception but only for one week in advance.
- Court sessions are 45 minutes per session.
- Only 1 (one) session per member is allowed to be booked in peak times.
- To cancel, contact the club reception no less than one hour prior to your booking.
- If you do not arrive within 10 minutes of your booking, then the court will be allocated to other members.
- Squash shoes with non-marking soles must be worn on the courts.

18) Swimming Pool:

- No lifeguard supervision is provided.
- Children under the age of 13 years must be supervised by an adult.
- No running is allowed in this area.
- Shower before entering the pool.
- Wear a swimming cap and appropriate swimming attire.
- Observe any swimming direction displayed.
- No diving allowed, unless supervised by swim school.
- You may not use the pool if you have a contagious illness.
- Only inflatables provided by the club are allowed.
- Babies and toddlers must wear aqua nappies or specifically designed baby swim trunks.
- Swimming pool lanes may be reserved for swim schools, ask reception for details and class times.

19) Sauna / Steam Room:

- We advise you do not use these facilities if you are elderly / pregnant / suffer from heart disease / diabetes / high or low blood pressure or any other serious medical condition.
- Shower before entering the sauna or steam room.
- Always wear a costume and sit on a towel when using the sauna / steam room.
- Observe reasonable time limits. We recommend you not use these facilities for longer than 10 minutes per session.
- Never use oils, creams, or cosmetic products in the sauna and / or steam room.
- Never shave or exfoliate in the Sauna/Steam room.
- Never dry clothing or towels in the sauna.
- Do not touch the sauna hot rock unit.

20) Concierge Services:

- (Applicable to selected signature clubs and members with a towel benefit added to their membership)

Towels:

- One shower and one sweat towel allocated per member per session.
- Please return towels to allocated areas in change room and / or reception.

Steam Iron:

- Clothing left at own risk.
- Limited to current daily wear.

Shoeshine:

- Available on request.

21) Safety:

- In the event of an emergency, please always follow the staff's instructions.
- Follow the health and safety notices displayed throughout the club.
- Do not tamper with fire doors or any safety devices.
- Be aware of the different floor surfaces that you move across as you walk through the club.
- As ongoing cleaning and maintenance does take place, related tools and equipment may be hazardous, and some floor surfaces may be slippery. Proceed with caution in these areas.
- Please report all injuries / incidents and / or any hazards to reception.

22) Personal Training:

- Only authorised Planet Fitness Personal Trainers are permitted to provide personal training in our clubs.
- Personal Training done under pretence as a member is not allowed, whether it is for payment or not, and all parties may be expelled or suspended.

23) Outdoor and rooftop training area:

- Please refrain from using the outdoor / rooftop training area in inclement weather (i.e., rain, thunder, and lightning) and do not use equipment if wet.
- Be vigilant on your exposure to the sun, hot surfaces, and high temperatures, and remember to stay hydrated.
- Only use designated equipment. Please do not take any free weights or additional equipment to the outdoor / rooftop area.
- Train carefully. There may not always be a member of staff supervising the area, but we do have CCTV coverage.
- Underage and / or dependents under 13 are not allowed in the outdoor / rooftop training area.

24) Contact Us:

Should you wish to give us feedback for whatever reason, please scan here.



Social Media and Content Creator Rules and Etiquette

Gym Floor Photography and Videography:

- Members may capture photos and videos for personal use.
- Ensure no unintentional inclusion of other members; promptly inform them if captured.
- Respect member requests not to be photographed.
- When taking a video or image, ensure your background is a wall or window, not a mirror or other members.
- A member's workout will always take preference over creating content on the gym floor.
- If a member's filming or photography is blocking equipment or impeding another member's workout, the member working out takes preference.
- Non-compliance may lead to membership suspension or termination.

Privacy and Consent:

- No tripods are allowed in walkways to ensure clear paths for other members
- Respect fellow members' privacy and POPI Act rights.
- Do not capture others without express permission.
- Avoid invading personal space during photography.

Restricted Areas:

- Strictly no photos or videos in restricted areas.
- Protect members' privacy in changing rooms, toilets, lockers, by the pool, in childcare facilities, steam rooms, saunas, or showers.

Child Protection:

- Do not capture images of children under 18, excluding your own.
- Obtain consent from parents or guardians before featuring minors.

Social Media Etiquette:

- Be mindful of shared content.
- Avoid offensive or disrespectful material.
- Foster a positive online environment reflecting our fitness community's values.
- The gym has a zero-tolerance policy towards cyberbullying. Members are responsible for any content they create or share, and any harm caused by such content may result in membership suspension or termination.
- Report online bullying or harassment immediately.
- Non-compliance may lead to membership suspension or termination.

Compliance and Consequences:

- Adhere to rules to maintain a safe, respectful gym environment.
- Failure to comply may result in warnings, suspension, or termination of membership.
- Management may request members to show the content, cease the broadcast, delete it, or remove online posts.

Social Media Etiquette and Anti-Bullying:

- Use social media responsibly and ethically.
- Avoid online bullying, harassment, or any form of negative behavior towards fellow members, trainers, or staff. The gym has a zero-tolerance policy towards cyber bullying.
- Refrain from posting content that may be offensive, discriminatory, or inappropriate.
- If members become aware of any instances of online bullying or harassment within the gym community, they are encouraged to report it to the gym management. Cyberbullying may lead to consequences, including membership suspension or termination.

Social Media Usage and Online Conduct:

- Use social media responsibly, respecting others' rights.
- Prohibit broadcasting, photographing, or filming in restricted areas.
- Compliance with management requests regarding media use.
- Zero-tolerance for cyberbullying; members are responsible for shared content.
- Unauthorized posting of Club content may result in consequences, including legal action.