Casual Booking and Multi-Visit Pass Terms and Conditions

August 2026

Casual Bookings and Multi-Visit Passes are conducted by the State Sport Centres Trust trading as the State Sport Centres (ABN 16 374 471 008) (**SSC**) and are available at the Melbourne Sports and Aquatic Centre (**MSAC**) at 30 Aughtie Drive, Albert Park VIC 3206. In addition to MSAC, the SSCT operates other venues, including Lakeside Stadium, State Netball and Hockey Centre and Knox Regional Sports Park (together, **Venues**) where casual bookings may take place.

These Terms and Conditions (**Terms**) apply to your attendance or the attendance of another patron in your care, together with the SSC General Terms and Conditions of Entry and Use and any other operational rules and instructions provided by SSC.

It is your responsibility to inform yourself of the Terms in this Agreement. By purchasing your casual booking or multi-visit pass, you acknowledge you have read, understand and agree to these Terms.

SSC Rules and Instructions

1. You acknowledge and agree that the use of SSC facilities is subject to the rules and/or directions of SSC at all times.
2. You agree to follow any rules and/or directions set by SSC in connection with each of its Venues and acknowledge that if you fail to comply with any such rules or directions, you will not be permitted to access all SSC Venues, facilities, services and you will not be entitled to a refund of any fees paid.

Standards of Behaviour

3. The SSC's aim is to provide a safe environment for everyone at our Venues (including our staff and other patrons). Accordingly, please use SSC facilities respectfully and in a way that is not abusive, threatening or in SSC's sole determination, likely to cause nuisance, disruption or offence to others.
4. By agreeing to these Terms, for the duration of your pass, booking or Membership, you agree to follow SSC's:
    a) Terms and Conditions of Entry and Use;
    b) Standards of Behaviour;
    c) Filming and Photography Policy; and
    d) Prohibited Items List.

Eligibility of Children and Parental Supervision

5. Unaccompanied children **under 12** years of age are not permitted entry to the Venue unless accompanied by a person at least 16 years of age or when participating in an official SSC program.
6. Children **under 14** years of age are not permitted into the gym and/or group fitness classes.

7. Children **between 14 and 18** years of age are permitted to use the gym or attend a group fitness class, but only if supervised by a parent/legal guardian who holds an SSC account and who signs the acknowledgment form below.
8. At all times, the parent/legal guardian is responsible for supervising any child or young person brought into the MSAC gym or group fitness class and must ensure that their behaviour complies with these Terms.

Watch Around Water

9. SSC follows and is an accredited facility of the 'Watch Around Water' guidelines, which outline requirements for child supervision in an aquatic environment:
    a) Children under 10 years must be accompanied and constantly supervised by a responsible person 16 years or older at all times in aquatics.
    b) Children under 5 years must be accompanied into the water and remain within arm's reach of a responsible person aged 16 years or older.

Suitable Attire, Baby Nappies and Swim Caps

10. Members are required to follow the Suitable Attire Policy found HERE. This includes suitable and clean swimming attire that is designed for use in a swimming pool.
11. Participants who are not fully toilet trained must wear the correct form of waterproof swim nappies.
12. SSC recommends swim caps be worn for all lessons; Swim School caps are available for purchase from SSC Reception.

Facility Access

13. Facility access is subject to change at SSC's absolute discretion without notice. During events, visitors may have limited access to facilities including pools, classes, and other products and services. SSC does not offer compensation to casual or multi-visit users in such instances.

Parking Access

14. Car parking access is subject to the Car Park terms and conditions. You may access car parking, subject to a prescribed fee and availability. A booking does not guarantee that a car parking space is available at any given time. During major events it is likely that access to car parks will be even more limited or potentially unavailable.
15. Bicycle and scooter parking are available in designated areas.
16. The SSC takes no responsibility for any loss or damage to your vehicle or caused by your vehicle.

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Locker access

17. Lockers in the gym area are not available for a casual visit, however you may access lockers in the aquatics area to stow your belongings for a prescribed fee.
18. You must empty your locker at the end of your visit. Each locker is opened every night, and the SSC takes no responsibility for any items left in lockers.

Access to Spa, Sauna, Steam and Recovery Pools

19. Users of Spa, Sauna, Steam and Recovery Pools must be at least 16 years old and wear a wristband to demonstrate proof of access.
20. Users of Sauna and Steam must use a towel at all times.

Access to Aquatic Inflatables

21. Access to an aquatic inflatable activity is offered at an additional fee to general entry.
22. An aquatic inflatable wristband must be worn at all times during the activity.
23. Children under five years of age are not eligible to participate in an aquatic inflatable activity.
24. 'Watch Around Water' guidelines apply to aquatic inflatable activities including:
    a) children must be accompanied and constantly supervised by a responsible person 16 years or older at all times; and
    b) the maximum ratio is four children (aged 5-9) to one parent/guardian.
25. Participants must follow inflatable related instructions or a direction from SSC staff.
26. Failure to comply with the instructions or a direction from staff may result in being removed from the inflatable activity with no entitlement to a refund of any fees paid.
27. Life jackets are available to participants upon request or at the direction of staff where there are concerns for a participants swimming ability.

Bookings

28. Unless otherwise notified by SSC:
    a) All bookings for classes must be completed online using the prescribed process. Casual swimming or casual gym use can be booked at Reception.
    b) Bookings may only be made up to seven days in advance.
    c) If you are unable to attend a booked class/session/event, you must cancel your booking no later than 12 hours before the scheduled commencement time. Failure to do so will result in the full class fee being charged.
    d) When attending aquatic fitness classes, you must visit the reception desk and have one of our customer experience members mark you as present for each class you are planning on attending before the class commences. Failure to do so will result in the full class fee being charged.

e) All classes/sessions/events are subject to change, and SSC reserves the right to cancel, postpone or alter classes/sessions/events.

29. SSC reserves its right to enquire or request that patrons can confirm their Membership, booking, access to facilities or induction fully complies with these Terms.

Multi-Visit Pass Cancellation or Suspension for Breach

30. Where you breach any of these Terms, including but not limited to the Terms and Conditions of Entry and Use, Standards of Behaviour, or Prohibited Items, SSC may in its discretion, without otherwise limiting the rights available to it under these Terms or at law:
    a) immediately upon written or oral notice to you:
        i. terminate your Multi-Visit Pass; or
        ii. suspend your Multi-Visit Pass for a period of up to three months, or as otherwise determined by SSC in its discretion;
    b) issue a written warning to you; or
    c) refuse your entry to, or immediately remove you from, a Venue.

Medical advice and fitness level

31. It is your responsibility to seek medical advice prior to commencing any fitness program or sport and only exercise in line with your own current fitness and activity levels.
32. Each time you utilise SSC's Venues, facilities and services, you warrant that you:
    a) are and must continue to be medically and physically fit and able to utilise the Venue's facilities and services;
    b) are not a danger to yourself or to the health and safety of others; and
    c) are not presently receiving treatment for any condition, illness, disorder or injury which would render it unsafe for you to utilise the Venue's facilities and services.
33. You agree to report any accidents, injuries, loss or damage you suffer during use of the Venue's facilities and services to SSC before you leave the Venue.

Communicable Diseases and Sickness

34. You or people under your control must not swim if suffering from any contagious or infectious disease including, but not limited to chickenpox, COVID-19, conjunctivitis, diarrhea, diphtheria, influenza, hepatitis A, measles, meningitis, mumps, whooping cough, poliovirus, rubella, streptococcal infection, ringworm (tinea), scabies gastro, head lice, urinary tract infection and any symptoms related to fever, common cold, sore throat or cold sores.

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Fees

35. You may pay for casual use of facilities and activities identified by SSC at MSAC Reception. The Casual Booking Fee must be paid in advance by credit card for each booking.
36. You may purchase a Multi-Visit Pass for use of facilities and activities identified by the SSC at MSAC Reception or on the SSC website. The Multi-Visit Pass Fee must be paid upfront and in full.
37. The Multi-Visit Pass Fee is non-refundable and is strictly valid for 12 months from the date of purchase. You may request any balance in a Multi-Visit Pass to be transferred to another patron, subject to the SSC's approval and discretion.
38. We review our fees for Casual Booking and Multi-Visit Passes periodically and may change them from time to time.
39. You must always have with you your proof of access (valid card, wristband or fob) when using our facilities.

Risk Warning and Waiver

40. Your entry and/or participation in any physical activity at a Venue, including but not limited to the use or enjoyment of any facilities or equipment at or within the Venue (Physical Activities) is dangerous.
41. You acknowledge that you are exposed to certain risks during any participation in Physical Activities at the Venue, including but not limited to physical or mental injury, other participants acting dangerously or with lack of skill, and that accidents can and often do happen.

Warning under the Australian Consumer Law and *Fair Trading Act 2012*

42. By agreeing to these Terms, you agree that your rights to make a claim against SSCT and its agents under the *Australian Consumer Law and Fair Trading Act 2012* (Vic) (the Act) are excluded, restricted or modified in the way set out in these Terms, if you are killed or injured because of the services provided were not in accordance with the statutory guarantees outlined below.
43. Under the Australian Consumer Law (Victoria), several statutory guarantees apply to the supply of certain goods and services. These guarantees mean that SSCTC is required to ensure that the recreational services (as defined under s139A of the Act) it supplies to you
    a) are rendered with due care and skill; and
    b) are reasonably fit for any purpose which you, either expressly or by implication, make known to SSCT; and
    c) might reasonably be expected to achieve any result you have made known to SSCT.

    Under section 22 of the Act, the exclusion of these statutory guarantees is brought to your attention by these Terms.

NOTE: The change to your rights, as set out in these Terms, does not apply if your death or injury is due to gross negligence on SSC's part. 'Gross negligence', in relation to an act or omission, means doing the act or omitting to do an act with reckless disregard, with or without consciousness, for the consequences of the act or omission. See regulation 5 of the *Australian Consumer Law and Fair Trading Regulations 2012* and section 22(3)(b) of the Act.

44. Exclusion of rights under the Australian Consumer Law (Victoria): By agreeing to these Terms, you agree that the liability of SSCT for any death or personal injury (as defined in the Act) that may be suffered by you (or a person for whom or on whose behalf you are acquiring the services) resulting from the supply of recreational services is excluded.

Privacy

45. You consent to the collection, use and handling of your personal information as set out in the SSCT Privacy Policy (available at www.statesportcentres.com.au/privacy/).

General

46. These Terms comprise the entire agreement between you and SSC in relation to its subject matter and supersede and replace any previous agreement or arrangement between the parties in relation to its subject matter.
47. Any provision of these Terms which is invalid or unenforceable is to be read down, if possible, so as to be valid and enforceable, and, if that is not possible, the provision will, to the extent that it is capable, be severed to the extent of invalidity or unenforceability, without affecting the remaining provisions.
48. These Terms are governed by the laws of the State of Victoria, Australia and you agree to submit to the exclusive jurisdiction of the courts of Victoria.
49. SSC reserves the right to change, modify or update these Terms, any other rules and/or terms relating to your membership, booking or use of any Venue. Any such changes will be made with reasonable notice and displayed prominently in and around the Venue and on the SSC website at www.statesportscentres.com.au.
50. You warrant that all information provided to SSC is true and correct.
51. You are responsible for your own personal property that you bring into MSAC (including, without limitation, any motor vehicle) and except to the extent caused by SSC, SSC will not be liable for loss, damage to or theft of any personal property.

Casual Gym Use for Children

52. Children between 14 and 18 years of age are permitted to use the gym and/or attend a group fitness class, but only if supervised by a parent/legal guardian who holds an SSC account and who signs the acknowledgment form below.
53. By signing the acknowledgment form, the parent/legal guardian accepts responsibility for

supervising the child or young person and ensuring their behaviour complies with these Terms.

54. A signed acknowledgment form is valid for three (3) months from the date of signature.
55. The acknowledgment form will be attached to the parents/legal guardian's account who signed the form.
56. Only the child whose name is on the acknowledgment form will be permitted entry to the gym or group fitness class with the parent/legal guardian who has signed the acknowledgment form.
57. If a child wishes to obtain entry with another parent/legal guardian, a separate form must be signed and attached to the relevant account.
58. Casual entry to gym or group fitness class requires payment before entry to each session.

ACKNOWLEDGEMENT FORM

FOR CASUAL CHILD ENTRY TO SSC BY A PARENT / LEGAL GUARDIAN

I,_____:
(Parent/Legal Guardian NAME)

acknowledge that I have read, understand and agree to each of the above Terms, including the Terms and Conditions of Entry and Use, other operational rules and instructions provided by SSC, and that I am responsible for always supervising the child/young person named below:

Name of child/young person:
_____

Age of child/young person:
_____

Signature of parent / legal guardian:

_____

Date of acknowledgment_____ / _____ / _____ Date of expiry: ____ / _____ / _____