

# RICHMOND RECREATION CENTRE

## MEMBER AND CUSTOMER ENTRY POINTS



INVOLVE CONNECT ENJOY

SEPTEMBER 2017

We're excited to announce that our new member and customer entry points at Richmond Recreation Centre will be active from Monday 11 September! The new entry points have been designed and installed to:

- > improve the flow of patrons through the centre
- > increase self-serve and ease of entry for members
- > create clearly defined wet and dry spaces across the activities and amenities.
- > maximise parking options in Griffiths St
- > reduce wait times for all patrons visiting the centre
- > increase flexibility and a choice of entry options for members
- > improve availability of customer service staff for requests requiring longer assistance

Detailed below are each of the entry and access points at Richmond and the access entitlements.

### RICHMOND RECREATION CENTRE ACCESS POINTS

#### 1. MAIN ENTRANCE TURNSTILE - GLEADELL STREET

Can be accessed by:

- > All members
- > Visit pass holders with group exercise, Yarra Triathlon or Living Longer Living Stronger session ticket.

All members can scan themselves through the existing turnstile with their card, key tag or RFID band.

Visit pass holders with group exercise, Yarra Triathlon or Living Longer Living Stronger session tickets must scan through the turnstile, but only after obtaining a ticket from the Kiosk machine.

#### 2. MEMBER ENTRY - GRIFFITHS STREET

Can be accessed by:

- > Members with access to the gym and group exercise sessions

The Griffiths Street entrance will be available during all opening hours, but can only be accessed by members with gym and group exercise access via a membership card or RFID band\*. Anyone in the gym foyer area can exit the centre via the Griffiths Street door.

#### Terms and conditions of use

If you use the Member Entry you agree to the following terms and conditions:

- I will scan my membership card or RFID band at the scanning point to enter the facility on each visit
- I will not allow others to enter or exit the facility on my membership
- I will close the door behind me.

\*The Griffiths street entry will continue to be staffed on Saturday morning from 8am until 12pm temporarily, allowing all customers to obtain entry to the venue via this entry point while we monitor usage during these times.

*Additional information contained over the page -> PTO*

### 3. GYM DOOR ACCESS POINT

Can be accessed by:

- > Members with access to the gym
- > 10 x Centre Visit Pass holders, and
- > Casual Centre Visit pass holders via barcoded ticket.

If your membership includes gym access and you are heading to the gym, you will need to scan your membership card, tag or RFID to enter the gym door.

Multi Centre Visit Pass holders will need to scan their card or tag to enter the gym door.

For casual Centre Visit Pass holders, entry to this door will come via a barcoded ticket to be scanned at the access point.

### 4. POOL DECK TO GYM FOYER ACCESS POINT

Can be accessed by:

- > Members with access to the gym and group exercise sessions
- > Centre Visit, Group Exercise, Yarra Triathlon and Living Longer Living Stronger visit pass holders
- > Casual purchasers of group exercise sessions or Centre Visit pass, via barcoded ticket

Members will need to scan their membership card, tag or RFID to open the sliding doors between pool deck and the gym foyer area.

Group Exercise, Yarra Triathlon and Living Longer Living Stronger visit pass holders will need to obtain a ticket for their class from either reception or a Kiosk machine prior to entering this area. Scan your card or tag to open the sliding doors between pool deck and the gym foyer area.

## TROUBLE SHOOTING

As we implement the new entrance and access points, we anticipate there will be questions. We have tried to think of as many queries you might have and provided responses. If your question isn't answered, please chat to our friendly customer service staff.

#### What if I forget my card, tag or RFID band?

Use the front entrance on Gleadell Street and chat to our staff at reception. They can replace your card or provide you with a way of accessing the gym foyer area.

We encourage everyone to upgrade to an RFID band, so that your scannable membership is right there on your wrist! See our customer service staff to arrange your free RFID band.

If you attempt to scan yourself in through the members entry and are not allowed access, we kindly ask you to walk around to the main entrance in Gleadell St and speak with our staff who can resolve the issue.

#### What if I lose my card, tag or RFID band whilst in the gym area?

You can exit through the Griffiths Street door without scanning. If you need to get back to pool deck or front reception, ask a staff member for help getting through the gym foyer and pool deck access point.

#### Can I let others into the Griffiths Street door, gym or gym foyer area?

No. Please do not let anyone else through the Griffiths Street entrance or access points. Every person is required to scan themselves through. This will help us to maintain a safe and fair environment for everyone.

## FURTHER INFORMATION

For further information please visit the news section of our website at <https://leisure.yarracity.vic.gov.au/news>

For further information or enquiries about the new automated access points at Richmond Recreation Centre please email us at [yarraleisure@yarracity.vic.gov.au](mailto:yarraleisure@yarracity.vic.gov.au)

