

RICHMOND RECREATION CENTRE

MEMBER AND CUSTOMER ENTRY POINTS

QUICK REFERENCE GUIDE



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

RICHMOND RECREATION CENTRE MAP AND ENTRY POINTS

MAIN ENTRY - GLEADELL STREET

MAIN ENTRANCE

All visitors can enter via the main entrance and be served by our friendly customer service staff.

TURNSTILE

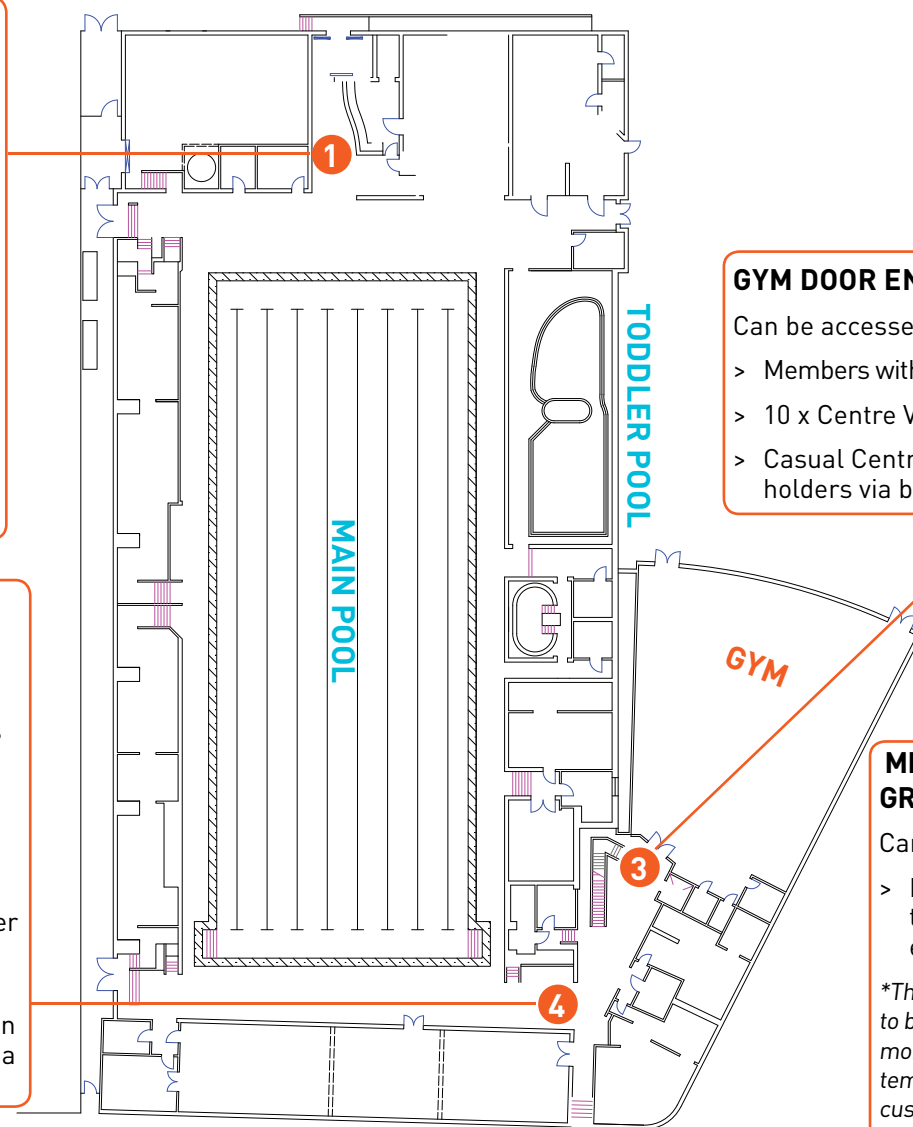
Can be accessed by:

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

POOL DECK TO GYM FOYER ENTRY 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 session or Centre Visit pass via barcoded ticket.



GYM DOOR ENTRY POINT

Can be accessed by:

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

MEMBER ENTRY - GRIFFITHS STREET

Can be accessed by:

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

**This entry point 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.*

MEMBER ENTRY - GRIFFITHS STREET 2

USER GROUPS AND ENTRY POINT PERMISSIONS

To access each of the entry points, please refer to the table below for your activity/visit type. Scan in to and out of each door with your; purple RFID wristband, membership card/key tag or barcoded ticket.

	MAIN ENTRANCE TURNSTILE	POOL DECK TO GYM FOYER	GYM DOOR	*MEMBER ENTRY - GRIFFITHS STREET
MEMBER - with access to Gym and Group Exercise	✓	✓	✓	✓
MEMBER - Yarra Youth	✓	✓	✓	✓
MEMBER - Family	✓	✓	✓	✓
MEMBER - Aquatic	✓	✗	✗	✗
MULTI VISIT PASS - Group Exercise, Yarra Triathlon and Living Longer Living Stronger	✓ Must obtain session ticket from the Group Exercise Kiosk prior to scanning through the turnstile.	✓	✗	✗
MULTI VISIT PASS - Centre Visit	✗ Visit reception	✓	✓	✗
MULTI VISIT PASS - Swim and Swim / Spa / Sauna	✗ Visit reception and receive a wristband	✗	✗	✗
CASUAL USER - Centre Visit pass	✗ Obtain barcoded ticket from reception	✓ Scan barcoded ticket	✓ Scan barcoded ticket	✗
CASUAL USER - Group exercise session	✗ Visit reception	✓ Scan barcoded ticket	✗	✗
CASUAL USER - Swim and Swim / Spa / Sauna	✗ Visit reception	✗	✗	✗

*MEMBER ENTRY - TERMS AND CONDITIONS OF USE

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

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