

WELCOME TO PLANET FITNESS

THE JUDGEMENT FREE ZONE®



**planet
fitness**

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WELCOME TO PLANET FITNESS

My passion is inspiring those around me to become the best versions of themselves. I love Planet Fitness because I get an opportunity every day to witness passion and purpose colliding. There's nothing more rewarding for me than hearing your success stories and knowing we've contributed.

Our mission is to provide fun and affordable fitness to all Australians. We take extreme care in delivering you a World Class Member Experience, full of encouragement, triumph and fun. This is your space, your community, and your opportunity to discover the truly wonderful benefits physical exercise and wellness can deliver you.

Congratulations on taking your first step. We are excited to support you on your journey. I personally look forward to seeing you in club!

Danielle Monroy
Managing Director



HISTORY

Planet Fitness was founded in 1992, in Dover, New Hampshire.

It was quickly recognised that there was a greater opportunity to serve a much larger segment of the population, asking themselves, "Why does 80-85% of the population not belong to a gym?"

The answer? First-time and casual gym users didn't like the "look at me" attitudes and behaviours found in typical gyms, and they didn't want to have to pay a lot of money to give fitness a try.

So they completely changed the gym environment, both in attitude and format, creating the non-intimidating, low-cost model that has revolutionised the gym industry.



Planet Fitness became known as the "Judgement Free Zone®" – a welcoming and friendly community where people could feel comfortable regardless of their fitness level.

Today, Planet Fitness has become one of the largest and fastest-growing franchisors and operators of fitness centers with more than 2,600 locations worldwide.

In 2019 in Gosford NSW, the first Planet Fitness club opened in Australia, providing Australians with an affordable and high-quality fitness experience.

Now, with well over 20 locations across Victoria, New South Wales and Queensland and growing, many more locals can enjoy the benefits of the Judgement Free Zone.

FITNESS FEELS GOOD

Smile It Up



Research finds that doing any kind of physical activity for as little as 10 minutes a week can significantly improve your odds of feeling happy.

Catch Some Z's



Whether you have trouble falling asleep or staying awake, regular exercise can help regulate your sleep cycle and help you sleep more soundly.

Minutes are Mighty



Even 10 minutes of exercise will help raise your heart rate and maintain fitness levels.

Feel the Glow



Regular exercise can increase the production of antioxidants and promote healthy blood flow, which can help protect your skin.

Get Energised



Feeling groggy? Exercise has been proven to increase energy levels throughout the day.

Forget Forgetfulness



Studies suggest that exercising regularly has a positive impact on memory and cognitive function.



WHAT TO EXPECT WHEN YOU BEGIN



FIRST VISIT CHECKLIST

- ☐ Meet the team at the Service Desk.
- ☐ Set up the Planet Fitness Australia app or ask for a keytag.
- ☐ Our team members will take your picture for your member profile.
- ☐ Sign up for one of the free PE@PF classes.
- ☐ Use any of the tonnes of workout equipment in the club. Not sure what to use or how to start? Ask a team member for assistance.
- ☐ Don't forget to wipe down the equipment after use. Paper towels or blue cloths and cleaning solutions are located at cleaning stations around the club.
- ☐ Start and finish your first gym visit in the Black Card Spa. Have a chat to the team about all the perks.
- ☐ Make sure you download the app and learn how to choose songs at the music kiosk.
- ☐ Ask the team about your membership portal and how it works.



ACCESS TO THE CLUB



Planet Fitness provides workout access to members **twenty-four hours a day, seven days a week.**

To access the club and to check in on arrival, you just need to download the **free Planet Fitness Australia app** through the Apple app store or Google Play store.



PLANET FITNESS
AUSTRALIA APP

Alternatively, if you do not have a smart phone, we can provide a free keytag.

Don't worry about checking out on your departure.

This is your first visit to the club? Didn't bring your tag or your phone? No worries. See one of our friendly team to assist you.

Please refer to your welcome email or speak to a team member in club for more information.



WHAT TO BRING

Come dressed to work out or change in our locker rooms. We do ask that clothing that may be perceived as intimidating, revealing, or offensive not be worn in the club. We also do not allow clothing that may present safety hazards or damage equipment.

Examples of clothing that is not allowed include:

- ☐ Open-toed shoes, thongs, crocs or sandals
- ☐ Mud-caked, greasy, or soiled shoes or clothing
- ☐ Jeans or pants with prominent grommets
- ☐ Clothing with messaging that a reasonable person may find offensive or otherwise inappropriate

It is handy to bring a towel to use while working out but not a policy. You can also bring a water bottle that you can fill at our water bubblers. If you are going to take advantage of our shower facilities, be sure to bring your own towel, shampoo, and soap from home. We provide hairdryers in both the mens and womens locker rooms and hair straighteners in the womens.

All Planet Fitness clubs include free use of lockers to keep belongings safe and secure. Some clubs have passcode locks, some require padlocks you can provide yourself or can buy/hire at the front desk.



If you are wanting to listen to the TV whilst using the cardio equipment, please check in with the team member for instructions.

FREE FITNESS TRAINING

PF ESSENTIALS

Our Free Fitness Training program is available for all fitness levels. We offer a schedule of small group training sessions by our certified fitness trainers each weekday.

SESSION		DESCRIPTION
New Member Orientation	15 Minutes	Visit the club during staffed hours and a team member can take you on a tour to get acquainted with the club layout.
Personalised Program Design	45 Minutes	A free session with our certified trainers to discuss your workout goals and to develop a plan, personalised to you.
30 Min Circuit Session	45 Minutes	Our trainer will take you through a fast, effective, full-body workout.
PF Strength	45 Minutes	Build your strength and power in this fun-filled workout.
PF Burn	45 Minutes	Get your heart rate up in this cardio-focused session.
PF Flow	45 Minutes	Start the recovery process and enhance your flexibility with this relaxing post-workout session.
Core	45 Minutes	This session will help tighten and tone your abdominals, obliques, and lower back.
Lower Body	45 Minutes	Build leg strength and improve function with this ever changing lower body class.
Upper Body	45 Minutes	Push and pull your way to increased upper body strength with this ever changing muscle class.
Circuit	45 Minutes	We'll take you through a fast, effective, full-body workout.

REWARDS & RITUALS

In 1998, one of our clubs in the US lost power, and in the pre-internet days, that made informing our members pretty tough. The store wanted to apologise to the members, so they did so in the best way - with coffee, bagels and pizza! Members were so happy, we decided to make this a tradition.

To this day, we celebrate our members for showing up by rewarding them with **FREE** pizza on the first Monday of every month, and muffins on the second Tuesday of every month.



SIGN ME UP!

All classes, orientation and personalised program design are included in your membership free of charge. You can sign up for a session ahead of time on your member portal, the website, the PF Australia app or speak to a team member.



PLUS: more sessions available for club specific equipment!

Check out your location's timetable online at [PlanetFitness.com.au](https://www.planetfitness.com.au)

CLEAN, SPACIOUS FACILITIES

Our team members take pride in keeping our clubs squeaky clean, all the way from the front door to the locker rooms.

That's why you'll see them wiping down machines throughout the day, making sure your workout is as clean and comfortable as possible.

FRIENDLY TEAM MEMBERS

Everyone should feel comfortable as soon as they step in the door, and our team members make this happen. Our friendly team members are at your service and eager to help, so feel free to go to them with any questions or concerns.

NOT SURE WHAT EQUIPMENT TO USE? NO PROBLEM.

Only have 30 minutes? Don't sweat it! Our 30 minute circuit room is a quick, guided routine for members who want a great workout in a short amount of time. **pe@pf**

If you are unsure on how or what equipment to use, this circuit gives you an all-body workout using cardio and strength equipment. **Check it out for yourself or ask a team member for more info.**

AVOID THE CROWDS

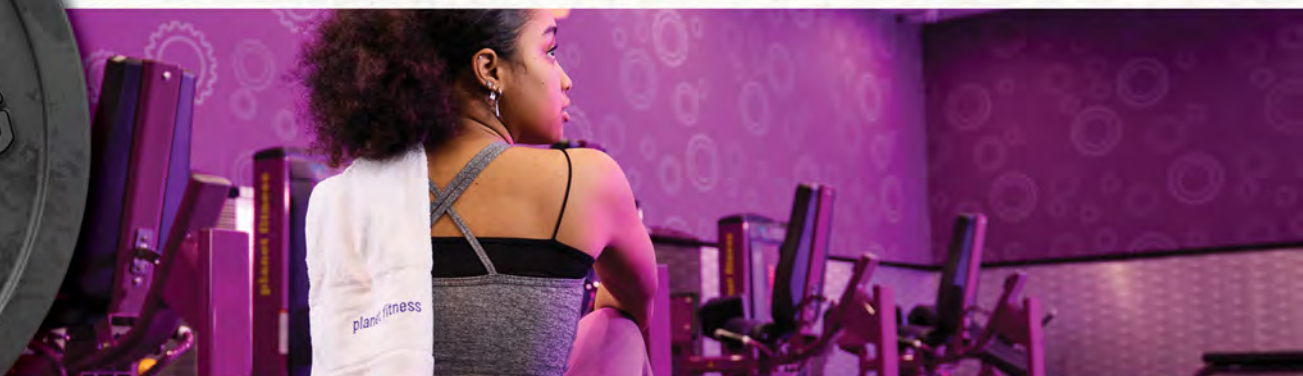
Most new members think the busiest days/times in the clubs are on the weekends, but the busiest times in our clubs are actually Mon, Tues, Wed from 4pm-8pm!

MINIMAL CROWDS:

Monday: 12am - 5am, 10pm - 12am
Tuesday: 12am - 5am, 10pm - 12am
Wednesday: 12am - 5am, 10pm - 12am
Thursday: 12am - 5am, 10pm - 12am
Friday: 12am - 5am, 9pm - 12am
Saturday: 12am - 7am, 9pm - 12am
Sunday: 12am - 8am, 8pm - 12am

MODERATE CROWDS:

Monday: 5am - 4pm, 8pm - 10pm
Tuesday: 5am - 4pm, 8pm - 10pm
Wednesday: 5am - 4pm, 8pm - 10pm
Thursday: 5am - 4pm, 8pm - 10pm
Friday: 5am - 9pm
Saturday: 8am - 9pm
Sunday: 8am - 7pm





PF BLACK CARD SPA

RELAX. UNWIND. RECOVER.

Relax before, after, or instead of your workout in the PF Black Card® Spa.

For your overall wellness and recovery enjoy massage chairs, weekly private spray tanning, hydromassage beds, red light therapy, WellFit Skin Care treatments and more! During off peak times (9am to 5pm daily) PF Black Card® members can enjoy double time on massage chairs and Hydromassage beds.

BOOK IN TODAY!

You can book in for a spa sessions ahead of time by visiting the service desk or giving us a call. Our team members are happy to help!



MASSAGE CHAIRS

Enjoy the benefits of the soothing recuperative nature of deep tissue kneading. Massage can be used as a means to enhance pre-workout preparation and reduce recovery time by relieving muscle swelling and tension.



HYDROMASSAGE BED

HydroMassage provides a convenient way to enjoy the relaxing benefits of massage. Travelling jets move up and down the body with wave-like streams of heated water allowing you to select the speed and targeted location.



TOTAL BODY ENHANCEMENT

The Beauty Angel works to reduce muscle soreness and relieve tightness in the joints. This can also be used independently of exercise, benefiting core strength, muscle tone, and relaxation. The Beauty Angel offers benefits to all users, regardless of age, gender & skin tone.



WEEKLY PRIVATE SPRAY TANNING

This system provides a premium spray tanning experience with 3 spray nozzles for even full-body coverage. Enjoy the private room with an open booth that has a warm, comfortably heated environment that provides an easy and relaxing experience, resulting in a beautiful even tan.



BRING A GUEST

PF Black Card® members can bring a friend to workout for free to any location during staffed hours! Just bring your friend (and their ID) to the front desk and sign them in. The only hard part is deciding who to bring!

All guests must be at least 13 years of age. All guests under 18 years of age must be accompanied by a parent or guardian. Guest must have a parent/guardian consent form signed in club and be accompanied by the PF Black Card member for the duration of the visit.

Once a month you can bring two guests with you on one visit. Please note that guests are not permitted to use the Black Card Spa unless there is a special promotion.



USE ANY LOCATION

PF Black Card® members have access to any of our nearly 2600+ locations worldwide! Just sign in and show your PF Black Card® to the front desk.

Limit 10 visits per visiting location per month.



QUARTERLY DRAW TO WIN A 12 MONTH MEMBERSHIP

Every PF Black Card member goes into the draw to win 12 months of PF Black Card membership each quarter.

See in-club for details.



NEW PERKS ALL THE TIME

We're always adding awesome new features for our PF Black Card® members, so keep an eye out for the latest perk!







FAQ

You can find a comprehensive list of frequently asked questions and answers on our website:

[**FAQ LINK**](#)

HERE ARE THE MOST COMMON:

Where do I find my contract, policies and agreements?

Your membership contract can be found in your profile in the membership portal. Simply login using the same email address you used on sign up (clicking forgot password on your first login)

[**MEMBERSHIP PORTAL**](#)

How and when do I pay my membership fees?

Each fortnight (specific billing days can be advised in club) your membership fees will be billed. The membership fee includes the transaction fee. Refer to your membership portal at planetfitness.perfectgym.com.au/clientportal2 for all your membership information.

How do I cancel my membership?

At Planet Fitness Australia, your membership can be cancelled in three ways.

1. In person at your home club (the fastest method).
2. Via letter sent to your home club with your name as it appears on your membership, your contact information (email/phone), your reason for cancelling, and your written signature.
3. Via email sent to your home club's direct email address with your full name as it appears on your membership, your contact information, and your reason for cancelling. The email you send from must be the email you used to sign up with.

All we need is 7 days' notice for cancellation. There are no additional cancellation fees unless you are a Classic 12 Month contract cancelling within the contract period which incurs an Early Termination Fee of \$99 applies.

When is my annual fee due?

Annual fees are billed to a member once per year, as long as you remain a member. Your billing date is dependent on your join date. The annual fee is billed on or around eight weeks after your join date. A staff member at your club can help you determine when your annual fee date is.

YOU GOT THIS

At Planet Fitness, we're here to provide a unique environment in which anyone – and we mean anyone – can be comfortable. A diverse, Judgement Free Zone® where a lasting, active lifestyle can be built.

Our product is a tool, a means to an end; not a brand name or a mould-maker, but a tool that can be used by anyone. In the end, it's all about you.

As we evolve and educate ourselves, we will seek to perfect this safe, energetic environment, where everyone feels accepted and respected.

**WE ARE NOT HERE TO KISS YOUR BUTT,
ONLY TO KICK IT IF THAT'S WHAT YOU NEED.**



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