

RECIPROCAL FITNESS PROGRAM FOR CLUB NETWORK MEMBERS

INTRODUCING... THE EASIEST WAY TO ATTRACT MORE MEMBERS

The Reciprocal Fitness Program for Club Network members was initially announced last year. Here is an update on the program so far, and details of how your club can become involved if it is not already registered as participating.

THE CONCEPT

Club Network members opt-in to be part of a National Reciprocal Fitness program, which allows health club members from any Club Network facility, to use other Club Network facilities when travelling, and/or to transfer to if they relocate permanently.

Clubs are empowered to charge whatever fees they see fit, when accepting the visiting or transferring members. Club can indicate if they will only take transfers and not travellers, or vice versa, or any other policy they wish to enforce regarding their acceptance of new members. An automatic term of the program is that clubs will not accept visitors from facilities within a 50 km radius.

Participating Club Network members will be listed in hardcopy (printed twice a year, as part of the *Club Network* publication) but an always-current listing will be posted online for clubs to refer to, on their member's behalfs.

THE PROCESS

On behalf of the member, the club looks up the list of reciprocal clubs on the Network web site (needs to log in to do so) and identifies the nearest facility to where the member is travelling or relocating to.

The club prints off a standard letter of introduction (downloaded from the Network web site), to which a business card is then stapled. The member takes this letter and is informed that it **MUST** be presented to the receiving club upon arriving.

The member must also be very clearly informed that they need to contact the receiving club **BEFORE THEY DEPART**. This ensures that the member can confirm the club is still in the Reciprocal Rights program, and that they will accept them as a transferring or visiting member. The member must also be encouraged to enquire about any fees that will be incurred and the terms and conditions of their visit.

RESOURCES PROVIDED TO PARTICIPATING CLUBS

To participating clubs, Network will provide:

- Downloadable letters of introduction that clubs give to their members to activate their transferal when they arrive at the new club
- Downloadable posters for clubs to put up in their facilities promoting the program to members
- Downloadable fliers / info cards that clubs can give to their members as part of their welcome packs, explaining the program and the procedures to participate
- Promotion of the club via the Reciprocal Fitness program web page that lists all participating facilities, terms and conditions.

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TERMS AND CONDITIONS OF PARTICIPATION

For Clubs:

- Receiving clubs should be very open and upfront about the fees being charged to accept arriving members, and these must be conveyed to members who are arriving from other clubs, PRIOR TO THEIR ARRIVAL.
- Network will try and ensure all terms and conditions of each club are posted on the web site, under their specific listing; this will depend entirely on the club providing them in comprehensive detail.
- Clubs need to commit to keeping their contact information up-to-date, and to educating their staff about the program.
- Expiry of Club Network membership equates to expiry within the Reciprocal Fitness Program.
- When clubs opt into the program they will automatically continue for as long as their membership remains current/renewed, or unless the club notifies Network to request a withdrawal. One month's notice is required for withdrawal of the program.

For Your Members:

- To ensure success of the program you must inform your members to contact the receiving club BEFORE THEY ARRIVE there. During this contact, they must confirm 1) the club is still part of the program (i.e., that their Club Network membership is current) and 2) the terms, conditions and fees that will be applied by the receiving club.

Currently we have clubs who have expressed interest in participating, but in order for the program to be powerful, we need more!

So let us know you're IN! For now it's free to participate in, and it equates to new members coming to you! So why wouldn't you take part?!

Please return this form to PO Box 1606, Crows Nest NSW 1585 or fax to 02 9437 6511.

Your Name: _____ Your Position: _____

Club Name: _____

Network Membership Number: _____

Postal Address: _____

Street Address: _____

Ph: (____) _____ Fax: (____) _____

E-mail: _____

Web site: _____

Our club will:

☐ refer visitors/travellers

☐ accept visitors/travellers

☐ refer relocating members

☐ accept relocating members

Our Terms & Conditions are:
