

Gym FAQs

Membership

1. How do I sign up?

Registrations are preferred to be completed online – Link below. However, if you do not have access to a computer, you can visit the Council reception and staff can process a membership. *(Live link available 20 July)*

2. What types of memberships are offered and is there a joining fee?

- a. 1x Month \$20
- b. 2x Month \$40
- c. 3x Month \$60
- d. 6x Month \$120
- e. 12x Month \$240
- f. \$20.00 Joining fee for New Gym Members

3. What happens if I lose my access key?

Member will need to advise Council and pay \$10.00 to be issued a new access key

4. What are the gym opening hours and which of those hours are staffed?

The Daren Ginns Centre is unstaffed and is accessible to our members 24/7.

5. Is there any group fitness classes?

Not at the moment. However, McKinlay Shire Council is working towards offering some group fitness classes.

6. What is the minimum age of an active member?

All members must be 16years and over.

7. Is there a crèche available for members with under aged children?

Yes, the Daren Ginns Centre has a kids creche where members may leave their children while using the gym. If children are in the gym, they MUST remain in the crèche at all times. If not, the active member may have their membership deactivated.

Billing

1. What happens if my payment fails?

Member will receive a text message advising of the failed payment and membership will be deactivated until payment is made. Contact the council to amend payment.

2. What happens when my membership expires?

Your access key will automatically be deactivated. Members will get a reminder text 7 days before the membership is scheduled to run out.

3. How do I renew my membership?

Contact the Council and advise you wish to renew your membership. You can choose to renew your current membership type or change to a new membership type.

4. How do I change my direct debit details?

Members need to contact (call/email) the Council to update details
07 4746 4200 or sportrec@mckinlay.qld.gov.au

5. Can I pay my membership in full?

Yes, memberships can be paid in full via cash or eftpos and this can be done by visiting council reception.