

CONDITIONS OF ENTRY - NEWGREENS CHATSWOOD

To ensure the comfort, safety, and enjoyment of all members and guests, the following Conditions of Entry apply to all who enter Newgreens Chatswood.

Entry into Newgreens Chatswood

- Existing members at Newgreens including All Access, Golf, Leisure and Watermark residents are required to sign in with their membership card on each visit at the designated sign in points.
- Guests at Newgreens are required to sign in at the designated station at reception prior to entering Newgreens Chatswood.

General Conduct

- An acceptable standard of behaviour is always expected. Aggressive, abusive, offensive, or anti-social behaviour will not be tolerated.
- Patrons must follow all signage and comply with reasonable directions from staff, including in emergencies.
- We maintain a **zero tolerance** policy toward violence, harassment, and abuse. Breaches may result in immediate removal and cancellation of membership or bookings.

Alcohol, Drugs & Smoking

- Entry will be refused to any person believed to be under the influence of alcohol, illicit drugs, or medications that impair safe participation.
- This is a **non-smoking venue**, including all indoor and outdoor areas. The use of vapes and e-cigarettes is also prohibited.

Children & Supervision

- Children under **18 years** must be always accompanied by a responsible adult aged 18+.
- Management reserves the right to refuse entry to unaccompanied minors.

Dress Code & Attire

- Appropriate attire is required across all areas, including golf, dining, leisure, and aquatic zones.
- Management reserves the right to refuse entry based on attire that poses safety or hygiene concerns.

Prohibited Items

The following items are not permitted:

- Weapons or objects deemed dangerous
- Illicit substances or toxic materials
- Glass containers (except in designated dining areas)
- Balloons, confetti, or decorations without prior written approval

Photography, Surveillance & Privacy

- Recording and photography of others without their permission is prohibited.
- Photography and recording for commercial purposes is prohibited without management approval.
- Mobile phone use is strictly prohibited in change rooms.
- CCTV and alarm systems operate throughout the venue. Images may be used for safety, security, and operational purposes in accordance with relevant policies.

Risk & Liability

- Entry and participation in any activity at Newgreens Chatswood is at your own risk.
- By entering, you consent to receiving first aid from trained staff if deemed necessary.
- Subject to your rights under law, Newgreens Chatswood and its representatives accept no liability for injury, loss, damage or death incurred on the premises.

Pets & Animals

- No pets or animals are permitted to enter the venue with an exception for certified **Guide Dogs** and **Assistance Dogs**.

Programs & Services

- Only authorised Newgreens staff may deliver programs, coaching and services within the venue.

Personal Belongings

- Secure lockers are available. Newgreens Chatswood accepts no responsibility for lost or stolen items.
- Items left behind will be held in lost property for a limited time before being considered abandoned.

Damage to Property

- Patrons are responsible for any damage caused to the venue or its property, whether intentional or through negligence.

Venue Access & Modifications

- Management reserves the right to close or restrict access to any part of the venue at any time.
- These Conditions of Entry may be updated periodically. The latest version will be available at entry points and on our website.