



COVID - 19

TEMPORARY CLOSURE

We regret to advise you that due to Australian Government regulations Health Mates has temporarily closed. This closure is designed to combat the spread of COVID-19 and we can only support every measure put in place to prevent further spread of this virus. Please read on to find out answers to the many questions you may have.

WILL I STILL BE CHARGED FOR MY MEMBERSHIP?

Rest assured, we will not be charging you any membership or time-hold fees during the closed period. You do not need to take action, we will take care of this for you.

I HAVE A ONE MONTH MEMBERSHIP - WHAT WILL HAPPEN WITH THAT?

We have noted how much time you have remaining on your membership as of 23 March. The equivalent time-frame will still be remaining for you to use as soon as we re-open.

I HAVE A 10 VISIT PASS - WHAT WILL HAPPEN WITH MY REMAINING VISITS?

We have noted how many visits you have remaining and should your pass expire soon, we will honour your remaining visits when we re-open. We will also extend expiry dates on a case-by-case basis once we are up and running.

WILL MY EARLIEST-END-DATE CHANGE?

You'll be pleased to know that we will not be extending membership-earliest-end-dates. They remain unchanged during our closed period.

WHEN WILL HEALTH MATES RE-OPEN?

As soon as the Australian Government gives gyms the green light to re-open we will. At this stage there has been no period set for the closure, however we will be watching closely for updates from the Government.

HOW WILL I KNOW WHEN HEALTH MATES WILL BE OPEN AGAIN?

We will be updating our website, posting on social media and sending emails to keep you informed. There are no staff manning our phones, so be sure to follow us on Facebook for updates.

HEALTHY REWARDS POINTS

The usual 30 June purge date for Healthy Rewards points will be reconsidered depending on the shutdown period.

WHAT ABOUT MY FITNESS?

Our priority is to keep you moving! To help you out we have provided workouts you can do from home to maintain your physical and mental well-being. We will be switching these up and adding more to keep you fit. To access these simply download the Health Mates app and scroll down to the Featured Programs section. Happy exercising!

***Our thoughts are with you, our staff and families.
Stay safe and we look forward to welcoming you back soon.***