

membership terms & conditions



1. HOURS OF OPERATION

Monday to Sunday (including public holidays) :
6.00am to 10.00pm

2. MEMBERSHIP

• Admission

The applicant shall be admitted as a member of Mandarin Oriental, Jakarta: Fitness Centre and entitled to membership privileges, only after the membership application process is completed, full payment of all relevant fees is received and Rules and Regulations have been agreed to.

Membership is non-refundable and non-transferable.

Mandarin Oriental, Jakarta: Fitness Centre reserves the right of admission and may refuse to admit any member or guest whose conduct or dress is deemed to be in breach of Mandarin Oriental, Jakarta: Fitness Centre Rules and Regulations.

• Membership Cards

Mandarin Oriental, Jakarta: Fitness Centre will issue a Membership Card to each joining member. This card will entitle the member to membership privileges. The Membership Card must be presented with each visit at the reception in order to gain entry to Mandarin Oriental, Jakarta: Fitness Centre, and must be presented at the time of payment in any of the facilities within Mandarin Oriental, Jakarta to obtain applicable discount privileges. Lost, stolen or damaged membership cards should be reported to Mandarin Oriental, Jakarta: Fitness Centre immediately. A replacement card will be issued at a fee of Rp. 100,000.

• Member Minimum Age

The minimum age for membership at Mandarin Oriental, Jakarta: Fitness Centre is 18 years old.

• Membership Fees

Mandarin Oriental, Jakarta: Fitness Centre members pay 12 months in advance.

• Fitness Centre Facilities

Mandarin Oriental, Jakarta: Fitness Centre members are entitled to complimentary use of the following: fitness centre, sauna and steam rooms, lockers and showers, hotel pool and pool area. Treatments are not included in the membership fee, and must be paid for separately. Charges are per the price list issued by Mandarin Oriental, Jakarta: Fitness Centre.

• Cancellation of Membership

Notification is required thirty days prior to intended cancellation.

• Change of Information

In the event of change of address or any other change in information stated in the membership application form, the member is required to notify Mandarin Oriental, Jakarta: Fitness Centre so that records may be updated.

3. PAYMENT

• Annual Fees

- Membership fees are payable annually in advance and are non-refundable.
- Membership fees may be paid by cash, credit card or bank transfer.

4. LOCKERS

- Changing room lockers are provided free of charge for members and guests use on a session basis.
- Please do not keep valuables in the lockers.
- Members, will not be offered a personal locker facility.

5. SAFETY AND HYGIENE

- The use of alcohol, tobacco and illegal substances, is strictly prohibited in the Mandarin Oriental, Jakarta: Fitness Centre.
- Food, beverages or glasses are not permitted in the fitness centre and locker rooms (other than that provided by Mandarin Oriental, Jakarta: Fitness Centre).
- Loud voices, use of foul language and indecent behavior is not permitted within the facilities.
- Mobile phone usage is not permitted in the Fitness Centre.

We request that mobile phones be placed on silent mode whilst in the facility.

All members are required to:

- Sign a Fitness Centre consultation form before using the Mandarin Oriental, Jakarta: Fitness Centre facilities.
- Consult their doctor before exercising if they have any type of medical condition including but not limited to diabetes, heart problems, high/low blood pressure, or if they are on medication.
- Wear proper attire whilst exercising.
- Return all towels and headphones to the point of collection.
Towels and headphones remain the property of Mandarin Oriental, Jakarta and must not be removed from the premises.

6. GUEST

Guests of members in the Fitness Centre are to be accompanied by the member. One (1) guest per member.

7. LIABILITY

- You will indemnify and hold harmless Mandarin Oriental, Jakarta and its respective affiliated companies, together with officers, directors, shareholders, employees, agents and representatives of the aforesaid companies and all successors against all property damage in any manner resulting from your use of the services and facilities of the Mandarin Oriental, Jakarta: Fitness Centre.
- You acknowledge that the Mandarin Oriental, Jakarta: Fitness Centre will not accept responsibility for the theft of or damage to your personal property left in the locker or any areas within the Mandarin Oriental, Jakarta: Fitness Centre and you have been requested not to leave valuables in any locker or any area within the Fitness Centre.
- You understand that exercises as well as the use of various fitness equipment have varying effects on individuals based upon their size, age, physical condition and/or state of health and may require personal knowledge of their proper use. You further understand it is your sole responsibility to determine your physical fitness for any exercise or use of fitness equipment.
- You declared that you are physically capable of utilising the services and facilities of the Mandarin Oriental, Jakarta: Fitness Centre.
- You declare that you are over the age of 18 years. Minors are not permitted in the Mandarin Oriental, Jakarta: Fitness Centre.

8. RESERVATION

Reservations are required for personal training and fitness assessment. We highly recommend booking your service in advance to ensure that your preferred time is available.

9. NOTICE

The terms and conditions are subject to amendments at any time based on circumstances required by Mandarin Oriental, Jakarta: Fitness Centre. The Mandarin Oriental, Jakarta: Fitness Centre shall make efforts to inform the members of all amendments and variations in advance.

10. DISPUTES

Complaints should be channeled in writing to the Mandarin Oriental, Jakarta's management who will acknowledge within 24 hours receipt of such complaint. In the event of any dispute, the decision by Mandarin Oriental, Jakarta: Fitness Centre shall be final.

Signature of Client