

A person with long dark hair is using a piece of aquatic exercise equipment, possibly a water rowing machine. They are holding onto the handle and looking upwards with a focused expression. The background is slightly blurred, showing other parts of the facility.

AQUAMOVES MEMBER HANDBOOK

EVERYTHING YOU NEED TO KNOW ABOUT
BEING PART OF GREATER SHEPPARTON'S
HOME OF HEALTH AND WELLBEING.



AQUAMOVES
LAKESIDE SHEPPARTON



WHAT'S INSIDE?

Part 1: Becoming part of the Aquamoves Family

New to Aquamoves? Start here. We'll guide you through the first few weeks of your journey and help you make the most of your new Aquamoves Membership.

Part 2: Navigating Aquamoves life at the centre

Here, we'll run through day-to-day life at the Aquamoves Centre and share answers to all the frequently asked questions.

Hello there!

We are totally thrilled that you're now part of the Aquamoves family and have decided to make your health, fitness and happiness a priority!

Aquamoves is all about connecting YOU to your new community of generous and open-hearted people. You'll find tons of fun and support in being part of this family!

To help you get the most out of your time with us, please take a moment to read over this handbook and keep it somewhere convenient. Feel free to hang it on your fridge or even place it under your pillow if that would help!

Getting the best possible health and fitness results is a lot more than just exercising a few times per week. Read on for information about getting started at Aquamoves and making the most of your membership.

BE PART OF OUR COMMUNITY ONLINE

Be sure to like and follow Aquamoves on Facebook and Instagram to get involved in our online community! Joining us there is a great way to connect with other members of the Aquamoves Family and keep your finger on the pulse for everything Aquamoves related.



www.aquamoves.com.au

PART 1:

Becoming Part of the Aquamoves Family

Unlimited support included in your membership

Our entire team at Aquamoves is dedicated to YOUR health and fitness success. If you have not been a member in the past, we recommend you begin your Aquamoves journey with a free Fitness Consultation. It is a private one-on-one consultation with a fully qualified Aquamoves Instructor. This is important for a number of reasons:

✓ Safety and Technique

It is very common for people to get injured when they begin a new workout regimen, so an Aquamoves Coaching Session is designed to ensure your safety. So you can nail your form, our instructor will take time to break down all the movement patterns and guide you on the use of equipment needed as part of your routine. After you complete your session, you'll be prepared to start your life at Aquamoves.

✓ Motivation and Accountability

During the session, you can discuss your goals with your instructor and what exercise options may be suitable to achieve them. You can also discuss strategies for tracking progression, staying motivated, accountability, and any other questions or concerns you may have as you embark on your journey into a healthier, more active lifestyle. Your Gym Instructor will design and then guide you through your unique program so you can make the most of your personalised workout.

✓ Community

The community at our centre is a vital part of the Aquamoves experience. In your first week, you will get to know our team and other likeminded members. They will welcome you into the family and give you the support we all need when starting out.

✓ Added Value

Some more reasons to make sure you book your session include:

- Familiarisation with the centre and its rules and etiquette
- Referral to relevant allied health professionals if required (physiotherapist, osteopath, remedial etc.)

Also included as part of your personalised Coaching Session is a:

- Blood pressure reading
- Measure and weigh
- Body composition analysis

Are classes included in your membership?

They certainly can be an option, we are also more than happy for you to attend casually.

Be sure to arrive 15 minutes early to your class and introduce yourself to the instructor so they can look after you while you are learning.

Don't forget to advise the instructor if you have any injuries or conditions that may affect your participation.

And try the Smart Start Plan, a six week workout schedule that allows you to control your workout by staying for the first few tracks only and then building up from there. Aim for 3 sessions per week, 1 each of cardio, strength and flexibility. Ask for more info during your one on one consultation.





What it means to be part of the Aquamoves Family.

Living our Core Values

We believe that your personal values are the guardrails that help you stay on track in life. The Aquamoves team works to embrace our core values every single day by asking ourselves questions that represent those values.

Questions like:

- What can I learn today?
- How can I positively impact others?
- What things can I do better today than I did yesterday?

We believe in being clear about what you value, and then working every day to embody those ideals.

We invite you to explore our values or create your own. You'll soon discover that self-discipline is a crucial component of your health and fitness journey.

Aquamoves Values

Our Purpose

To improve the health, fitness and wellbeing of our community one individual at a time.

Our Vision

To be a hub of health and wellbeing by motivating and educating our community to enjoy healthy, active, happy, and connected lives.

Our Philosophy



A welcoming environment underpinned by the importance of belonging and a sense of connection.

Aquamoves is a place where people of any age, shape, size or ability are welcomed and are made to feel welcome as soon as they step through our doors.



An holistic approach to individual health and wellbeing that supports longevity and vitality.

We promote a sustainable model of health and wellbeing that supports individual transformation and is focused on healthy habits, consistency and the enjoyment of physical activity across all ages.



A strong focus on improving quality of life through health, exercise and nutritional education.

Teach, lead, empower and educate our community to lead a healthy and balanced lifestyle.

Our Brand Statements



Aquamoves,
building a
better you



Your home
for health and
wellbeing

PART 2:

Navigating Life at the Centre

In case you didn't notice already, the Aquamoves Team is #obsessed with you. Not in a creepy stalker way — in a friendly stalker way. We're dedicated to knowing your name every time you walk through the door and creating a clean and judgment-free environment for you to chase your fitness dreams. We want to make sure you have a great experience every time you're at the centre. The guidelines in this section have been created to ensure that we set clear expectations about how we do things. We strive to make each guideline as simple and fair as possible, but it's normal to have some questions. Don't be shy! If you need anything in this handbook clarified or we can improve your experience in any way, call us on **5832 9400**, or email customerservice@aquamoves.com.au

Frequently asked questions from those new to the Aquamoves Family

What do I wear?

First and foremost, you should wear clothes that you feel comfortable in and that give you access to your full range of motion.

Gym: For your feet, our strong preference is that you wear clean shoes that are safe to use in the gym. Closed footwear is a must and athletic apparel is recommended. Big no no are Crocs, thongs or sandals.

Aquatic: Please make sure you wear appropriate swimwear. Street clothes and denim are a no go for the pools.

Group Fitness: Always wear athletic footwear and apparel appropriate to the class you're doing.

What do I need to bring?

Not too much, really. Just your towel, water bottle and a great attitude is enough most times! We have lockers for you to use during your workout and this is the best way to keep any other belongings safe! We supply you with sanitizing spray and microfiber towels to wipe down equipment.

Do I need to check in when I arrive for my initial Fitness Consultation?

When arriving for your initial Fitness Consultation, stop by the Front Desk to scan your Membership Card. We'll let you know where to go from there.

How long will my personalised instructor sessions go for?

- Initial Fitness Consultation (assessment and program) = **One hour**
- *Re-assessment (recommended every 6 weeks) = **One hour**
- Coaching Session (run through entire program step-by-step) = **One hour**
- Fitness Assessment catch up = **30 minutes**
- Exercise Program only (Program run-through) = **30 minutes**
- Body Scan (an analysis of your body composition) = **15 minutes**
- Goal Setting (establish a plan to meet your goals) = **30 minutes**

We offer the luxury of having an assessment with a buddy, just double the time allocated.





How often should I book a Fitness Consultation or have my program updated?

All Fitness Consultation are a complimentary part of all Aquamoves Memberships and we recommend you catch up with your instructor roughly every six weeks. This will allow you to keep track of your progression in strength, fitness and general wellbeing. You'll also have the opportunity to update your gym program and goals, address any other options that can be introduced and get answers to any questions you may have.

When am I debited for my membership?

(Applies only to direct debit members)

Your fees will be debited every second Thursday and this pays for the next fortnight of your membership. Direct debit dates are set in advance and are the same for all members.

Can I upgrade my membership to include more services?

You have the flexibility to upgrade or downgrade your membership whenever you need without a fee. This can be done by phone call, visiting our friendly Customer Service staff at reception or emailing your request to customerservice@aquamoves.om.au.

Do I need to book for Group Fitness classes?

Bookings aren't required for our Group Fitness classes as places are filled on a first in best dressed basis. Generally we recommend you arrive 15 minutes prior to the class commencing. Please remember to collect a Group Fitness class ticket from the Front Desk as you come through and ensure you hand this to your instructor before starting the class.

What if I'm late to a Group Fitness class?

For your own safety and to ensure classes are not disrupted, entry is not permitted 5 mins after class commencement.

What kind of swimming pool access is available for people with a diverse range of abilities?

Our hydrotherapy pool has a Tracking Hoist and Flat Bed Hydraulic Lift to safely lower patrons in and out of the pool. Wet Area Wheelchairs are also available and ideal for use in and around the hydrotherapy pool, leisure pool and splash park. The 25m pool, leisure pool, hydrotherapy pool and spas all offer step access with support rails. For assistance with entry into the 25m pool, we have a Poolpod lift. Patrons can be lowered into the water when standing on the lift or sitting in its submersible wheelchair.



What does “Active Supervision” of children mean when using the pool facilities?

1. Children under 5 years:

- * Must wear a pink band on their wrist - these can be collected from reception
- * Must be accompanied into the centre and the water by a responsible parent / guardian
- * Must stay within arm's reach during recreational play activities

2. Children under 10 years:

- * Must wear a yellow band on their wrist - these can be collected from reception
- * Must be accompanied into the centre by a responsible parent / guardian
- * Must be constantly and actively supervised
- * Parents / guardians must position themselves to have a clear view of the child with no physical or structural barriers between them and the child / children

3. Children 10 years old and over:

- * Parents must use their knowledge of an individual child's swimming ability and general development to determine the level of accompaniment required

Do members get a discount when buying merchandise from the Aquamoves Shop?

Yes, all members receive a 10% discount when buying items from the Aquamoves Shop. Please note this excludes already discounted items.

Does Aquamoves provide Allied Health services?

Our Allied Health Suites provide the perfect opportunity to access some of the Goulburn Valley's best allied health services right here at Aquamoves. Appointments can be made directly with the providers.

• Pro Active Health

1800 890 507 or 0429 531 087

Specialising in the Veterans Exercise Program

How old do you have to be to use the spas, sauna and hydrotherapy pool?

You need to be 16 years or older to use the spas, sauna and hydrotherapy pool. The correct access wristbands must be worn when using these facilities and can be collected from the Front Desk as you enter the centre.

How do I get 20/7 Gym Access?

It's pretty simple. Just see one of our friendly Customer Service team members who will take you through a short Safety Induction and a Pre-Screening Questionnaire. Once completed, you will pay a small one off purchase 20/7 access FOB fee and you are good to go!

Is there a time limit when visiting Aquamoves?

Apart from adhering to our opening hours, there is no time limit when visiting the centre, so feel free to take your time with your workout and enjoy the centre's community atmosphere.

Can I freeze my membership?

You can freeze your membership for a limited amount of time (please refer to membership terms and conditions). A minimum of seven days applies and the freeze must be requested in writing. A small freeze fee will be charged per application, see Customer service to organise payment.

How do I enrol my child in Swimming Lessons?

We offer a comprehensive swimming program with high-quality, activity-based learning that inspires students to reach their potential in the water. Lessons are available six days a week and are open to anyone aged six months and older. To enrol just visit our Swim School Office located on Pool Deck or email swimschool@aquamoves.com.au

Can I use the warm spa, sauna and hydrotherapy pool when pregnant?

We recommend you don't use the warm spa, sauna and hydrotherapy pool when pregnant. The higher water temperatures can affect the body in different ways and so we strongly suggest you seek advice from a medical doctor prior to any use.

Do you sell gym towels at the centre?

If you forget to bring your towel, we have disposable gym towels available for purchase.

Do you have a lost and found?

Yup! Just enquire at front reception. Lost and Found items are donated to charity on the first Saturday of each month.





Our Top Aquamoves Etiquette Tips

Don't stink.

No seriously, when was the last time you showered? It may sound gross, but Aquamoves is often really busy, and your fellow family members are working up a serious sweat. If you know personal odour is an issue for you, be prepared with deodorant or a change of clothes. No judgement. Odour happens. Just do your best to respect your fellow Aquamoves family members.

Grab only what you need.

You might be tempted to be an equipment hoarder but please resist the urge! Do your best to select no more than what you need and share with your neighbours as needed.

Leave no trace.

Your mum doesn't work here right? Kudos if she does! Please be sure to leave Aquamoves (specifically your workout area) the way you found it, including wiping down and putting away any equipment after you've used it.

Respect the cool down.

The end of class is a sacred time to get your mind right before jumping back into the real world. If you are in class, commit to staying through the entire cool down period and please don't pack up during class unless you're instructed to do so. If you're waiting to get into a class, keep your voice down while class participants find their happy place – and give them a few moments to clean up their space before you enter the room.

Respect our team.

Please follow the direction of our team members at all times. We're here to help you and have your best interests, including health and safety, in mind.

Leave it to our instructors.

Please don't provide technical fitness advice to other Aquamoves family members. This is for legal and safety reasons. If your fellow family members have any questions about training or exercise technique, they should ask one of our instructors for assistance.

Know when to be social.

We're all about you getting to know your fellow family members and catching up for a chat, but please be courteous and refrain from talking during a class so as to not distract other participants or the instructor.

Kids need proper supervision.

Please remember that children under the age of 10 years can't be left anywhere in Aquamoves unsupervised. And no, this doesn't mean you can bring them into the gym to watch you do your workout!

However, you're welcome to bring them along to selected Child Friendly Group Fitness Studio classes. Feel free to check out our timetable and enquire at reception for all terms and conditions.

Food and fitness.

Eating and drinking (excluding water drink bottles) is not permitted in the pools, spas and sauna, gym or group fitness studios. However, don't forget we have seating and tables near our café for you to enjoy a feed or a drink pre or post your workout!

Embrace and support others.

Our goal is for Aquamoves to be a super inclusive space for you to be yourself. We ask that each time you walk into Aquamoves you leave judgement at the door and embrace the humans you experience during your visit. We welcome everyone, regardless of shape, size, hair, colour, sex, gender identity, physical ability, IQ, EQ, fashion sense, level of musical theatre knowledge, or shoe size. We invite you to fully be yourself at Aquamoves and celebrate your fellow family members for doing the same!

Got questions?

For questions about your membership, contact us at customerservice@aquamoves.com.au or for Swim school contact swimschool@aquamoves.com.au

Or, call us at any time on 5832 9400, and the Aquamoves Team will be only too pleased to help you!

Aquamoves Hours

Mon - Fri: 6.00am – 8.00pm

Sat: 7.00am – 5.00pm

Sun: 8.30am – 5.00pm

(Hours subject to change and are extended during the Summer Season. Please visit our website to view the most up to date info.)

Aquamoves Lakeside Shepparton
25 Tom Collins Drive, Shepparton VIC 3632
www.aquamoves.com.au

Email: customerservice@aquamoves.com.au
Phone: 03 5832 9400



Aquamoves is proudly provided by Greater Shepparton City Council
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