

# RULES + REGULATIONS

## GENERAL RULES AND REGULATIONS

- 1.1. These Club Rules & Regulations are applicable to all Members, underage and/or Dependantsants, guests, and visitors (collectively referred to as "Persons") to ensure the enjoyment, safety, and wellbeing of everyone using the club.
- 1.2. Personal information including a photo will be used to validate access to the club.
- 1.3. Club facilities, operating times, equipment, and group exercises classes may vary from club to club.
- 1.4. Planet Fitness (and/or any affiliate entity) reserves the right to change the Rules and Regulations including operating times and use of facilities, at its sole discretion.
- 1.5. Should any Person fail to comply with these Rules and Regulations, Planet Fitness may, at its discretion and in accordance with its disciplinary procedures, deny access to the club, cancel membership(s), or request such Person(s) to vacate the premises.
- 1.6. Always use a sweat towel and wipe down equipment after use.
- 1.7. Note the limited usage times allowed on cardio equipment during peak times.
- 1.8. Pets (other than guide dogs) are not permitted in the Club.
- 1.9. Firearms or other weapons are not permitted on Club premises.
- 1.10. Running within a club is only allowed on designated equipment and in specified areas.
- 1.11. Members may take photos and/or videos for personal use if that they adhere to the rules stipulated in section "SOCIAL MEDIA AND CONTENT CREATOR RULES AND ETIQUETTE".
- 1.12. The taking of photos and/or videos for commercial use requires prior approval.
- 1.13. No photos and/or videos may be taken in the changing rooms.
- 1.14. Selling, soliciting, or marketing to other Members while on Club premises is strictly prohibited.
- 1.15. The use of all Planet Fitness logos is prohibited without consent
- 1.16. A Dependant's free access benefit, which is associated with the main Membership, will end on their 18th (eighteenth) birthday.

## CHECKING A PERSON(S) HEALTH STATUS

- 2.1. Before any Person starts exercising, they are required to confirm with their healthcare provider whether it is safe to engage in physical activity, particularly in the event of any known health risks.
- 2.2. All Members must ensure they complete our Physical Activity Readiness Questionnaire (PAR-Q) upon joining the Club.
- 2.3. Planet Fitness recommends that a Person warms-up before exercising and cool-down and stretch afterwards.
- 2.4. Should a Person(s) health status change it is their responsibility to promptly inform Planet Fitness.

## ACCESS POLICY

- 3.1. All Members, including Underage and/or Dependant Members, will be issued an access tag, and a photo will be taken.
- 3.2. All and any Person(s) must present their own access tag to gain access.
- 3.3. No-one else may use a Person(s) access tag.
- 3.4. Using a Person(s) ID/Passport number for access is allowed for three consecutive times, after which it would be necessary to buy a new access tag.
- 3.5. The access benefit for Dependants is linked to the Membership of the parent or legal guardian.
- 3.6. Report lost or stolen access tags to avoid fraudulent use.
- 3.7. If a new tag is required, it will be charged for.
- 3.8. Access will be denied (including underage and/or Dependants) should a Person(s) Membership not be in good standing.
- 3.9. Use of the swim school requires a separate Membership.

## UNDERAGE AND/OR DEPENDANT MEMBERS

- 4.1. Age restrictions apply for the use of facilities and equipment.
- 4.2. JustGym – Under the age of 13 (thirteen) may not access.
- 4.3. Blue/Signature Clubs – Under the age of 8 (eight) may not access clubs without Planet Kids
- 4.4. Blue/Signature Clubs – 8 (eight) to 13 (thirteen) year-olds must be accompanied by parent(s)/legal guardian(s).
- 4.5. Underage and/or Dependants 4 (four) years and older are not permitted into the change rooms of the opposite gender.

## 6 (SIX) MONTHS – 7 (SEVEN) YEAR OLDS (EXCLUDING JUSTGYM AND CLUBS WITHOUT PLANET KIDS)

- 5.1. May not accompany Parent(s)/legal guardian(s) on the gym floor.
- 5.2. Planet Kids operating hours may vary from club to club.
- 5.3. May only be used for a maximum of 2 (two) hours per day.
- 5.4. Parent(s)/legal guardian(s) are required to be in the club if their Underage and/or Dependants is using the supervised facility.
- 5.5. The same parent(s)/legal guardian(s) are required to sign Underage and/or Dependants into/out of Planet Kids.
- 5.6. Rules of Planet Kids, as displayed are to be observed.

## 8 (EIGHT) – 12 (TWELVE) YEAR OLDS (EXCLUDING JUSTGYM)

- 6.1. May only use the swimming pool, indoor track, upright and Recumbent bikes.
- 6.2. May not use treadmills, Ellipticals, Power Mills, Sun Beds, and vibration plates.
- 6.3. May not participate in adult group exercise classes.
- 6.4. May not use the sauna and/or steam room.

## 13 (THIRTEEN) – 15 (FIFTEEN) YEAR OLDS

- 7.1. May use equipment, swimming pool and (if under the supervision of legal guardian/parent) vibration plates, except sun beds.
- 7.2. May participate in adult group exercise classes.
- 7.3. May use sauna and/or steam room.

## 16 (SIXTEEN) – 18 (EIGHTEEN) YEARS OLDER

- 8.1. May use equipment and swimming pool, except sun beds.

## GUEST POLICY

- 9.1. Over 18 (eighteen) year-olds are required to sign the Guest Register/Indemnity Form before accessing the club and on each visit to the club.
- 9.2. Guest Register/Indemnity form is required to be signed by parent(s)/legal guardian(s) for all guests under 18 (eighteen) years, before accessing the club and on each visit to the club.
- 9.3. Club rules are to be observed by all guests.
- 9.4. Every guest must present a valid and original form of identification (ID document, driver's licence, or passport) prior to being granted access to the Club.

## BEHAVIOUR IN OUR CLUBS

- 10.1. Access is prohibited whilst under the influence of alcohol, illegal drugs, or performance-enhancing drugs.
- 10.2. No Person may bring alcohol, illegal substances, or drugs onto Club premises.
- 10.3. Smoking, including e-cigarettes, is not permitted anywhere on club premises. See section 26 "PROHIBITION OF SMOKING, VAPING, AND RELATED CONDUCT" for detail.
- 10.4. No Person may use foul, loud, or abusive language.
- 10.5. No Person may physically/sexually/verbally abuse or harass other Members, guests, visitors, tenants, or staff Members.
- 10.6. No Person may commit any acts which may cause distaste, revulsion or hostility to other Members, guests, visitors, tenants, or staff Members.
- 10.7. A Person will be liable for any damage caused by that Person, their guest, underage and/or Dependants.
- 10.8. Only one individual may occupy a shower cubicle at any given time.
- 10.9. Appropriate exercise clothing and closed training shoes must be worn.
- 10.10. No food or bags are allowed on the gym floor.
- 10.11. A Person may only use plastic drinking bottles.

## USE OF EQUIPMENT

- 11.1. Handle weights and equipment with care and replace after use.
- 11.2. Use the equipment for its intended purpose and follow the instructions provided, including weight limitations.
- 11.3. Never load the equipment with any additional weights other than as pre stacked by the manufacturer.
- 11.4. If any Person(s) are unsure how to use the equipment, ask a qualified fitness staff member for assistance.
- 11.5. While training on the circuit, use the equipment in numerical order and move according to the circuit timer.
- 11.6. When using any automated equipment, make sure the equipment has come to a complete stop before stepping onto or getting off it.

## VIBRATION PLATES

- 12.1. If available, observe the guidelines displayed and consult a doctor should a Person concerned about their health risk prior to using the equipment.

## PARKING

- 13.1. Parking is for Members and guests when using the club.
- 13.2. Park in designated parking bays.
- 13.3. Do not park in the disabled parking if a Person is not entitled to do so.
- 13.4. If a Person(s) car is not parked properly, it may be clamped and a fee charged for its release.
- 13.5. While all reasonable precautions are taken, Planet Fitness is not liable for loss, theft, or damage to vehicles or personal property unless caused by gross negligence or wilful misconduct on our part (or any mode of transport) including any valuables left in them.

## LOCKERS AND PERSONAL BELONGINGS

- 14.1. Lockers are provided to store a Person clothing and gym gear.
- 14.2. All Person(s) are required to bring their own padlock.
- 14.3. Planet Fitness does not undertake that the use of a locker will guarantee that theft of, or damage to any property, will not occur.
- 14.4. Management reserves the right to open a locker, if Planet Fitness has reasonable grounds that a locker is being used for storage of anything else other than clothing and gym gear.
- 14.5. If personal belongings are left in a locker overnight, the lock will be cut and belongings held as lost property.
- 14.6. Do not leave personal belongings unattended.
- 14.7. While all reasonable precautions are taken, Planet Fitness is not liable for loss or damage to personal belongings unless caused by gross negligence or wilful misconduct.
- 14.8. It is a Person's responsibility to check if their personal insurance covers for loss of personal goods.

## LOST PROPERTY

- 15.1. Any belongings removed from lockers and/or left unattended and handed to reception, will be available at lost property at the club for 14 (fourteen) days.

- 15.2. Should belongings not be collected within this time, Planet Fitness will donate it to charity.

## USE OF STUDIOS

- 16.1. Class timetables and instructors may change from time to time without notice.
- 16.2. Check class club schedules on our website for the latest details (www.planetfitness.co.za).
- 16.3. Certain classes may need to be pre-booked or may have maximum number of participants allowed.
- 16.4. Please arrive a few minutes before a class begins, as late arrivals may not be permitted to join.
- 16.5. It is a Person's responsibility to inform any instructor of any injuries, illness, or pregnancy.
- 16.6. Use of studios is allowed when not being used for scheduled group exercise classes.
- 16.7. Heels and posing in studios are prohibited.

## SWIMMING POOL

- 17.1. No lifeguard supervision is provided.
- 17.2. Children under the age of 13 (thirteen) years must be supervised by an adult.
- 17.3. No running is allowed in this area.
- 17.4. Shower before entering the pool.
- 17.5. Wear a swimming cap and appropriate swimming attire.
- 17.6. Observe any swimming direction displayed.
- 17.7. No diving allowed, unless supervised by swim school.
- 17.8. The pool may not be used should a Person have any contagious illness.
- 17.9. Only inflatables provided by the club are allowed.
- 17.10. Babies and toddlers must wear aqua nappies or specifically designed baby swim trunks.
- 17.11. Swimming pool lanes may be reserved for swim schools, check the notice board or at reception for details and class times.

## SAUNA/STEAM ROOM

- 18.1. Planet Fitness recommends not using these facilities if a Person is elderly/pregnant/suffer from heart disease/ diabetes/high or low blood pressure or any other serious medical condition.
- 18.2. Shower before entering the sauna or steam room.
- 18.3. Always wear a costume and sit on a towel when using the sauna/steam room.
- 18.4. Observe reasonable time limits. Planet Fitness recommends not to use these facilities for longer than 10 (ten) minutes per session.
- 18.5. Never use oils, creams, or cosmetic products in the sauna, steam room, or spa facilities.
- 18.6. Never shave or exfoliate in the sauna/steam room.
- 18.7. Never dry clothing or towels in the sauna.
- 18.8. Do not touch the sauna hot rock unit.

## REFORMER PILATES

19. Applicable to selected clubs and to Members with the applicable benefit added to their Membership

## CONCIERGE SERVICES

- Applicable to selected clubs and to Members with the applicable benefit added to their Membership

## TOWELS:

- 20.1.1. one shower and one sweat towel allocated per Member per session.
- 20.1.2. Please return towels to reception desk or change room.

## STEAM IRON:

- 20.2.1. clothing is left at own risk.
- 20.2.2. limited to current daily wear.

## SHOESHINE:

- 20.3.1. available on request.

## SAFETY

- 21.1. In case of an emergency, please always follow the staff's instructions.
- 21.2. Follow the health and safety notices displayed throughout the club.
- 21.3. Do not tamper with fire doors or any safety devices.
- 21.4. Be aware of the different floor surfaces moves across as a Person walks hrough the club.
- 21.5. As ongoing cleaning and maintenance does take place, related tools and equipment may be hazardous, and certain floor surfaces may be slippery. Proceed with caution in these areas.
- 21.6. Please report all injuries/incidents and/or any hazards to reception.

## PERSONAL TRAINING

- 22.1. Only authorised Planet Fitness Personal Trainers are permitted to provide personal training in our clubs.
- 22.2. Personal Training done under pretence as a Member is not allowed whether it is for payment or not, and all parties may be expelled or suspended.



# RULES + REGULATIONS

23. OUTDOOR AND ROOFTOP TRAINING AREAS
- 23.1.

Please refrain from using the outdoor/rooftop training area in inclement weather (i.e., rain, thunder, and lightning) and do not use equipment if wet.
- 23.2.

Be vigilant to exposure to the sun, hot surfaces, and high temperature and remember to stay hydrated.
- 23.3.

Only use designated equipment. Please do not take any free weights or additional equipment to the outdoor/rooftop area. Train carefully.
- 23.4.

Train carefully. There may not always be a staff member supervising the area, but Planet Fitness does have CCTV coverage.
- 23.5.

Underage and/or Dependants under 13 (thirteen) are not allowed in the outdoor/rooftop training area.
24. PROHIBITION OF SMOKING, VAPING, AND RELATED CONDUCT
- 24.1. Compliance with Law
- All persons present at or within the Planet Fitness facility, including but not limited to Members, employees, agents, contractors, service providers, invitees, and patrons (collectively, "Persons"), shall at all times comply with the provisions of the Tobacco Products Control Act 83 of 1993, as amended, all regulations and municipal bylaws enacted in terms thereof (collectively, "Tobacco Laws"), and any other applicable legislation regulating the use of tobacco products, nicotine delivery systems, and related substances in South Africa.

24.2. Prohibited Conduct

Without limiting the generality of clause 26.1, the following activities are strictly prohibited anywhere within the gym facility (including parking areas, entrances, and any adjacent spaces forming part of the Premises), or in any other location where such conduct is prohibited by law or building policy:

24.2.1.

Smoking of any tobacco product, including but not limited to cigarettes, cigars, cigarillos, pipe tobacco, and roll-a Person's-own products;

24.2.2.

Use of electronic nicotine delivery systems (ENDS), such as e-cigarettes and vaping devices, whether or not they contain nicotine;

24.2.3.

Use of electronic non-nicotine delivery systems (ENNDS) that simulate smoking or vaping;

24.2.4.

Use of heated tobacco products (HTPs), such as IQOS or similar devices;

24.2.5.

Smoking or use of hookahs/water pipes (commonly referred to as "hubbly bubbly" or "shisha"), whether or not they contain tobacco;

24.2.6.

Display, sale, or promotion of any of the above products or associated paraphernalia within the facility or in connection with Planet Fitness, unless specifically authorised in writing and in accordance with applicable law;

24.2.7.

Use of any other product or device that constitutes a contravention of the Tobacco Laws or Planet Fitness policy.

24.3. Prohibited Areas

24.3.1.

Smoking, vaping, or the use of any product listed above is expressly prohibited;

24.3.2.

In all indoor areas of the gym facility;

24.3.3.

In or near any entrance, exit, window that opens, ventilation inlet, or outdoor gathering area associated with the gym;

24.3.4.

In any area designated as non-smoking or non-vaping under applicable law, municipal bylaw, or Planet Fitness policy.

24.4. Enforcement And Consequences

24.4.1.

Any breach of this clause shall be deemed a material violation of Planet Fitness's terms and conditions. Planet Fitness reserves the right to take appropriate lawful steps to enforce this provision, which may include:

24.4.2.

Issuing verbal or written warnings;

24.4.3.

Imposing fines or penalties;

24.4.4.

Requiring the offending party to vacate the premises;

24.4.5.

Termination of Membership, employment, contract, or access rights, as applicable.

NOTICE OF USE OF IMAGES

25.1. Planet Fitness may capture and use photographs, videos, and other images of members, visitors, and other natural persons ("Images") for marketing, communications, training, recordkeeping, and other business purposes.

25.2. In terms of the Protection of Personal Information Act, 2013 ("POPIA"), these Images are personal information. If Images include children, consent will always be obtained from a parent or legal guardian before use.

25.3. Your Images may be stored or published on platforms hosted outside South Africa (for example, social media or cloud storage). You have rights under POPIA, including the right to object, withdraw consent, or request access to, correction, or deletion of your Images.

25.4. IMAGE PROCESSING NOTICE

25.4.1.

Responsible Party and Contact Details  
Planet Fitness Holdings (Pty) Ltd (Reg. No: 2002/006750/07) ("the Company") is the responsible party for the processing of your personal information.  
- Email: [insert privacy email address]  
- Telephone: [insert number]

25.4.2.

Personal Information  
Photographs, video recordings, and other images in which you may appear ("Images") are considered personal information under POPIA. This Notice applies to Images captured both before and after the publication of this Notice.

25.4.3.

Purpose of Processing  
The Company may process and use Images for its legitimate business purposes, including but not limited to:  
- Marketing, advertising, and promotional campaigns (print, digital, broadcast, social media)  
- Corporate communications and press releases  
- Internal training and public relations  
- Archiving, recordkeeping, and historical documentation  
Important: Once Images have been published, they cannot practically be withdrawn from circulation, even if consent is later withdrawn.

25.4.4.

Legal Basis for Processing  
Processing is based on section 11 of POPIA, including:  
- Consent (where expressly granted)  
- Legitimate interests of the Company  
- Lawful business activities in the ordinary course of operations.

25.4.5.

Children and Minors  
Where Images include children (under 18 years), the Company will only process them with the consent of a competent person (parent/legal guardian), as required under section 35 of POPIA.

25.4.6.

Cross-Border Processing  
Your Images may be stored or published on platforms/ servers outside South Africa (e.g., social media or cloud services). Transfers will comply with section 72 of POPIA, with adequate safeguards.

22.1. Only authorised Planet Fitness Personal Trainers are permitted to provide personal training in our clubs.

25.4.7.

Your Rights  
You have the right to:  
- Object to the processing of your Images at any time  
- Withdraw consent previously given (subject to limitations above)  
- Request access to your Images held by the Company  
- Request correction or deletion of your Images, where appropriate
- 25.4.8. Copyright and Use of Images

- Copyright in Images remains vested in the Company.

- The Company may edit, adapt, reproduce, or combine Images, provided this does not misrepresent or defame you.

- No compensation is ordinarily provided for use of Images unless otherwise agreed in writing.

25.4.9. Security and Retention

- The Company will take reasonable measures to safe guard Images against unauthorised access, loss, or misuse.

- Images will be retained only as long as necessary for the purposes described, after which they will be securely deleted or archived.
- ## COMPLIANCE AND CONSEQUENCES
- 26.1. Adhere to rules to maintain a safe, respectful gym environment.

26.2. Cyberbullying may lead to consequences, including Membership suspension or termination.

26.3. Failure to comply may result in warnings, suspension, or termination of Membership.

26.4. Unauthorised posting of Club content may result in consequences, including legal action.

26.5. Management may request Members to show the content, cease the broadcast, delete it, or remove online posts.
- ## CONTACT US
- 27.1. Should a Person wish to give us feedback for any reason, please scan the QR code below
- ## SOCIAL MEDIA AND CONTENT CREATOR RULES AND ETIQUETTE
- 28.1. Gym Floor Photography and Videography:

28.1.1. Members may capture photos and videos for personal use.

28.1.2. Ensure no unintentional inclusion of other Members; promptly inform them if captured.

28.1.3. Respect member requests not to be photographed or recorded.

28.1.4. When taking a video or image, ensure your background is a wall or window, not a mirror or other Members.

28.1.5. A member's workout will always take preference over creating content on the gym floor.

28.1.6. If a member's filming or photography is blocking equipment or impeding another member's workout, the member working out takes preference.

28.2. Privacy and Consent:

28.2.1. No tripods are allowed in walkways to ensure clear paths for other Members  
Respect fellow Members' privacy and the Protection of Personal Information Act 4 of 2013 ("POPI Act") rights.  
Do not capture others without express permission.

28.2.2. Avoid invading personal space during photography or recording.

28.3. Restricted Areas:

28.3.1. Strictly no photos or videos in restricted areas, including changerooms, toilets, showers, etc.

28.3.2. Protect Members' privacy in changing rooms, toilets, lockers, by the pool, in childcare facilities, steam rooms, saunas, or showers.

28.4. Child Protection:

28.4.1. Do not capture images or videos of children under 18(eighteen), excluding your own.

28.4.2. Obtain consent from parents or guardians before featuring minors.

28.5. Social Media Etiquette and Anti-Bullying:

28.5.1. Be mindful of shared content. Use social media responsibly and ethically.

28.5.2. Foster a positive online environment reflecting our fitness community's values.

28.5.3. Avoid online bullying, harassment, or any form of negative behaviour towards fellow Members, trainers, or staff. The gym has a zero-tolerance policy towards cyber bullying. Members are responsible for any content they create or share, and any harm caused by such content may result in Membership suspension or termination.

28.5.4. Refrain from posting content that may be offensive, discriminatory, or inappropriate.

28.5.5. If Members become aware of any instances of online bullying or harassment within the gym community, they are encouraged to report it to the gym management.
- 28.5.6. Avoid posting content that is defamatory, obscene, or otherwise illegal.

28.5.7. Do not use the gym's name or logo for commercial purposes without prior written consent.

28.5.8. Do not use the gym's name or logo to endorse products or services.

28.5.9. Do not use the gym's name or logo to create a false impression of affiliation.

28.5.10. Do not use the gym's name or logo to create a false impression of endorsement.

28.5.11. Do not use the gym's name or logo to create a false impression of sponsorship.

28.5.12. Do not use the gym's name or logo to create a false impression of partnership.

28.5.13. Do not use the gym's name or logo to create a false impression of joint venture.

28.5.14. Do not use the gym's name or logo to create a false impression of co-branding.

28.5.15. Do not use the gym's name or logo to create a false impression of any other relationship.
- ## Compliance and Consequences:
- 28.6.1. Adhere to rules to maintain a safe, respectful gym environment.

28.6.2. Cyberbullying may lead to consequences, including Membership suspension or termination.

28.6.3. Failure to comply may result in warnings, suspension, or termination of Membership.

28.6.4. Unauthorised posting of Club content may result in consequences, including legal action.

28.6.5. Management may request Members to show the content, cease the broadcast, delete it, or remove online posts.
- ## AMENDMENT OF CLUB RULES AND REGULATIONS
- 29.1. Planet Fitness reserves the right to amend these Rules and Regulations at any time on reasonable written notice to ensure continued compliance with changes in legislation, building rules, or internal policy.
- A square QR code with a black and white pixelated pattern, used for quick access to digital content.