

FAQ's



Will the gym be open 24/7?

It is our intention to open our clubs 24/7 however meeting government and safety guidelines is important. We will manage each state re-opening as we receive guidelines and ensure we can meet required measures. We will keep our State by State re-opening guide up to date so please visit <https://www.snapfitness.com/au/coronavirus/> for more information.

Will the whole gym be open?

Yes at this stage the whole gym will be open however each state has different guidelines as to how many people can be in the gym at one time and by room. Please keep an eye out on our State by State re-opening guide up to date so please visit <https://www.snapfitness.com/au/coronavirus/> for more information.

Is there a booking system?

At this stage there is no requirement by any State Government that a booking system is required however, some Snap Fitness clubs may offer and mandate this process to better manage capacities throughout the day. Please check with your local club if a booking system will be implemented and processes around this.

Will the gym be safe to work out in?

Absolutely, we will adhere to all State Government guidelines and we have dramatically increased our cleaning and sanitisation protocols. We will separate or close off gym equipment to ensure effective social distancing, increased personal cleaning stations, and access to hand sanitiser. We are in this together, whilst we continue a high standard of cleaning at all times, we ask the same our members.

When will membership payments commence?

Membership payments will commence the day your club opens and will fall in line as per the original billing cycle. If you do not feel comfortable to return to the gym or for any other reason please contact your local club to place your membership on freeze.

Is my membership still on freeze?

If you placed a FREEZE on your account prior to COVID19, please contact your home club via email, phone, or visit during staffed hours for confirmation about your current status. If you didn't place a particular freeze on your account, your membership will now become active and you are able to use the club once we open.

If my gym has creche will this be open?

At this stage we see no reason as to why we cannot offer this service however we ask that you speak to your local club directly and what guidelines are in place.