



MEMBERSHIP CARD REQUIRED

Effective 6 November 2026

Please present your membership card when collecting towels and locker keys.

Towels and locker keys will not be issued without your membership card.

This helps streamline the collection process and ensures all transactions are accurately recorded. Thank you for your cooperation.



Membership Card Required for Towels and Locker Keys: Frequently Asked Questions (FAQs)

1. What is this policy about?

From 6 November 2026, the Club will fully enforce its existing policy that members present their membership card when collecting towels and locker keys. This is not a new rule. Over the years, the Club has accommodated members who provided their membership number verbally instead. While well-intended, this practice has led to lapses in keeping track of membership patronage/utilisation of facilities, including charges. Moving forward, membership numbers given verbally will no longer be accepted.

2. Why is the Club enforcing this now?

There are two key reasons. Firstly, for consistency and the safety of members' personal data. Presenting the membership card ensures that a member's number cannot be misused by others or keyed in incorrectly, and that charges are posted only to the correct account. Secondly, the Club is moving towards an RFID membership card system in the near future. Bringing the membership card on every visit will help members build the habit ahead of this transition.

3. Where does this apply?

When the new RFID membership card system is introduced, members will be required to tap their card to access all Club facilities. In preparation, this requirement will be rolled out in phases, starting with the Towel Counter at Basement 1. Members will be informed ahead of each subsequent phase.

4. What happens if I forget my membership card?

Towels and locker keys will not be issued without a membership card. Members are encouraged to keep their card with them whenever they visit the Club.



5. Can I show a photo of my membership card instead?

Yes. You may show a photo of both the front and back of your membership card for verification for the time being, until the new RFID membership cards are ready.

6. Does this apply to my spouse and children?

Yes. Each family member collecting towels or locker keys should present their own membership card at all times.

7. How do guests collect towels and locker keys?

Guests should be accompanied by the signing member, who will present their membership card and accompanying guest's charges on the guest's behalf. Guest fees for usage of facilities are as follows:

12 Years Old and Above	Mon to Fri: \$8+ Sat, Sun, Eve of PH & PH: \$10+
Below 12 Years Old	No Charges

Note: Accompanied guests are only allowed in the swimming pool and shower facilities. The gym is strictly for members only.

8. My membership card is lost or damaged. What should I do?

Members may either go to the Front Office at L1 Lobby in person or call the Front Office at 6595 0500 to request a replacement card.

9. Will I be charged for towels or locker keys?

In accordance with the Club's Bye-Law clause 22.5 (a), each member and guest will be allocated one (1) towel only and one locker in the changing room per visit. Additional towels will be charged at \$1.50+ per towel.



10. Do I have to present my membership card when returning my locker keys?

Yes. Verification is required upon return to ensure you are accurately signed out of the system and that all personal belongings are safely accounted for.

11. Who can I contact if I have further questions?

Members may speak to our friendly staff at the Towel Counter, Basement 1. Alternatively, members may approach the Front Office in the Lobby.

Thank you for helping the Club keep things safe, accurate and running smoothly. The Club looks forward to welcoming you, card in hand!