

# FREQUENTLY ASKED QUESTIONS

## **WHEN WILL PELICAN PARK BE REOPENING?**

Pelican Park will begin a staggered reopening from **6.00am on Monday 8 September 2025**.

Phase 1 will see our Aquatics area and Gym will reopen, with the Wellness Centre and Group Fitness areas to open as part of phase 2 once all works are completed.

## **WHEN DOES THE POP-UP GYM CLOSE?**

The Pop-Up Gym will close at **9.00pm on Friday 5 September 2025** to allow our team to relocate equipment back into Pelican Park ahead of reopening.

## **WHY IS THE GROUP FITNESS STUDIO NOT OPENING YET?**

We're excited to be launching a new Wellness Centre adjacent to the Group Fitness Studio which is currently undergoing extensive renovations.

As we await its completion, Group Fitness classes will continue as scheduled at Hastings Community Hub and Somerville Recreation Centre.

All Aqua Classes, CONNECT30, and Burn It will return to Pelican Park from 8 September 2025.

## **WHAT NEW PROGRAMS AND SERVICES WILL I HAVE ACCESS TO?**

Pelican Park is expanding with upgraded spaces and new services to enhance your wellness experience.

In phase 1 of our opening, Aquatic & Premier members will have access to:

- Recovery Zone with massage chairs and Normatec compression boots
- Upgraded cardio equipment
- Aquatics including steam room and spa
- Reciprocal access to five Mornington Peninsula venues
- (including pickleball, badminton, casual basketball)

In phase 2 of our opening, Premier & Wellness members will see the introduction of;

- 24/7 Gym access
- Reformer Pilates Studio
- Dedicated Wellness Centre with ice baths and infrared saunas

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### **I HAVE BEEN ON SUSPENSION DURING THE CLOSURE. WHEN WILL MY PAYMENTS RESUME?**

Payments will resume from Monday 8 September 2025, aligned with your regular billing cycle. A pro-rata fee may apply depending on your payment schedule.

### **MY PAYMENT DETAILS HAVE CHANGED. HOW DO I UPDATE THEM?**

Please notify our staff or Debit Success to update your details and avoid dishonour fees.

### **CAN I CHANGE MY MEMBERSHIP TYPE TO ACCESS THE NEW SERVICES WHEN THEY OPEN?**

Yes. Speak with our team or explore options online [Memberships & Passes - Pelican Park Recreation Centre](#).

To access the new Wellness Centre once it reopens, a Wellness membership will be required in line with our current membership offerings across all our Mornington Peninsula venues.

Fitness Passport members will not have access to the Wellness Centre under their existing membership. To gain entry, you may either pay a casual visit fee or choose to upgrade to a Wellness membership directly with Pelican Park.

### **HAVE MEMBERSHIP CANCELLATION TERMS CHANGED?**

Our standard 30-day cancellation notice applies.

To cancel, complete the form here: [Cancellation Requests - Pelican Park Recreation Centre](#)

### **CAN I SUSPEND MY MEMBERSHIP UNTIL ALL AREAS REOPEN?**

Yes. Paid suspensions (2–6 weeks) are available at \$5.30/week.

Email [pelicanpark@belgravialeisure.com.au](mailto:pelicanpark@belgravialeisure.com.au) or request via the Active World app with 3 business days' notice.

### **WILL BEGIN PROGRAMMING BE AVAILABLE?**

Yes! All members can book a complimentary "Welcome Back" appointment with a gym instructor at reception.

# PELICAN PARK

## RECREATION CENTRE

# FREQUENTLY ASKED QUESTIONS

### WHEN DOES 24/7 ACCESS START?

24/7 access will commence at a later date as part of our phase 2 opening once all revitalisation works are complete.

### HOW DO I ACCESS THE NEW ENTRY GATES?

Use your RFID wristband or the barcode in your Active World app under "Access Card."

Need a wristband? Visit reception upon your visit to Pelican Park.

### CAN I EXTEND MY FREE SUSPENSION IF I'M NOT READY TO RETURN?

Free suspensions will end with our reopening. You may request a paid suspension as per above.

### CAN I STILL USE RECIPROCAL RIGHTS?

Yes. Your membership includes applicable access to all Mornington Peninsula Aquatic & Recreation venues programs and services.

Please see your reciprocal programming opportunities across our venues below.

| Facilities/ Services   | Civic Reserve | Crib Point | Pelican Park | Somerville Rec | Yawa |
|------------------------|---------------|------------|--------------|----------------|------|
| Gymnasium              | •             |            | •            |                | •    |
| Group Fitness          | •             |            | •            | •              | •    |
| Reformer Pilates       |               |            | •            | •              | •    |
| Lap Swimming (Indoor)  |               |            | •            |                | •    |
| Lap Swimming (Outdoor) |               | •          |              |                |      |
| LTS Pool               |               |            | •            |                | •    |
| Splash Pad             |               |            |              |                | •    |
| Warm Water Pool        |               |            |              |                | •    |
| Spa                    |               |            | •            |                | •    |
| Sauna                  |               |            |              |                | •    |
| Steam Room             |               |            | •            |                | •    |
| Social Pickleball      | •             |            |              | •              |      |
| Social Badminton       | •             |            |              | •              |      |
| Compression Boots      | •             |            | •            |                | •    |
| Massage Chair          | •             |            | •            |                | •    |
| Infrared Saunas        |               |            | •            |                |      |
| Ice Baths              |               |            | •            |                |      |

• Facilities/ Services on site.

• Services currently attracting reciprocal member use across venues

• Future opportunities for reciprocal member use at Pelican Park

## FREQUENTLY ASKED QUESTIONS

### **WHEN DO GOSWIM LESSONS COMMENCE AT PELICAN PARK?**

Lessons resume at Pelican Park from Monday 8 September 2025. We will be contacting students over the next the two weeks prior to opening regarding:

- Class re-enrolment
- Lesson schedules
- Assessments (if needed)

Please wait for our call to ensure you speak with the correct team member.

### **I DON'T WANT TO RETURN TO GOSWIM YET. WHAT SHOULD I DO?**

To cancel your GOswim membership, please complete the form here [Cancellation Requests - Pelican Park Recreation Centre](#)

### **WHEN WILL AQUA AEROBICS RETURN TO PELICAN PARK?**

Timetabled classes will resume at Pelican Park in the pool hall from Monday 8 September 2025.

### **WHERE WILL CONNECT30 AND BURN IT CLASSES BE HELD?**

Timetabled classes will resume at Pelican Park in the Gym from Monday 8 September 2025.

### **WILL CRIB POINT POOL REMAIN OPEN?**

Crib Point Pool will close from Monday 8 September 2025 and reopen for weekend use only in November, in line with seasonal operations.