



## **MEMBERSHIP ENTITLEMENTS 2018/19**

### **Flexible Membership - Direct Debit**

## **Frequently Asked Questions (FAQs)**

### **WHEN WILL MY MEMBERSHIP START?**

Your membership will start on the 'Start Date' set out on your Member Application Form, provided that:

- a) you have completed and signed the Terms & Conditions on the Member Application Form and Direct Debit Request Form
- b) you have completed a Pre-Exercise Screening Tool and if applicable, provided any other medical details of your health and fitness to our satisfaction

### **HOW WILL I BE DEBITED?**

Your payment will be debited fortnightly in advance by the payment method you provide on the Direct Debit Request Form to Willoughby Leisure Centre.

Your first payment will be debited on your membership 'Start Date' set out in your Member Application Form. The payments will continue to be processed fortnightly from the 'Start Date' set out in your Member Application. If this day falls on a Public Holiday the payment will then be debited the following business day.

### **HOW LONG WILL MY MEMBERSHIP LAST?**

You are committed to a minimum initial period of membership of four weeks (28 days) from your Membership 'Start Date' set out in your Member Application Form.

Your membership will automatically continue to be renewed for a further two weeks (14 days), unless your membership is cancelled in accordance with Willoughby Leisure Centre's cancellation policy. Each fortnightly billing payment will occur on the day after your previous fortnightly billing period ends.

For example, assuming your 'Start Date' of membership and fortnightly billing period starts on the 1 November 2018, your initial commitment period will begin on 1 November 2018 and will end on 28 November 2018. The following fortnightly billing period would then run from 29 November 2018 until 13 December 2018.

### **CAN I SUSPEND OR "FREEZE" MY MEMBERSHIP?**

If you wish to suspend or 'freeze' your membership you may place your membership on a 'Time-Stop' by notifying us of your request in writing by completing a Time-Stop Form. When requesting a time-stop, a minimum of 14 consecutive days must be taken per occasion and in multiples of 14 days. For example, 14 days, 28 days, etc. You are entitled to a maximum of 12 weeks' time-stop over a 12 month period. You will be required to pay the non-refundable administration fee of \$5.00 per fortnight.

### **HOW CAN MY MEMBERSHIP BE CANCELLED?**

After the Initial Commitment Period of four weeks, your membership can be terminated. A Departure Form must be completed and submitted to Willoughby Leisure Centre to cancel your membership. In accordance to the terms and conditions stated on the Member Application, once you have submitted a Departure Form you agree to allow Willoughby Leisure Centre to process one final fortnightly payment. Your membership will expire two weeks (14 days) from the date of the final fortnightly billing period.