



MEMBERSHIP ENTITLEMENTS 2018/19

Flexible Membership – Upfront

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

WHEN DO I PAY FOR MY MEMBERSHIP?

An upfront membership is paid in full upon completion of the Member Application Form. This payment may be done by Visa, MasterCard or cash.

HOW LONG WILL MY MEMBERSHIP LAST?

A one month membership last for 31 days from the 'Start Date' set out on your Member Application Form.

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.

The amount of time the membership is placed on hold is then added to the expiry of the membership.

HOW CAN MY MEMBERSHIP BE CANCELLED?

You are not able to cancel your upfront membership and no refunds can be made.

You are however able to transfer the remaining time of your membership to a family or friend. This requires written confirmation from the current member either via email or in person. A \$60 administration fee will also be charged for the transfer.