

NCC MEMBERSHIP TERMS & CONDITIONS

Membership agreements are subject to a 7 day cooling off period.

Cancellation of membership agreement within the time frame specified must be received in writing. **A \$29 administration fee is applicable to all cancellations.**

This is an **ongoing membership agreement**. The agreement will continue until either you or the supplier terminates it in the way described in the agreement. If an **automatic debit** arrangement is in place, membership fees will continue to be debited from your credit card or account until you or your fitness centre cancels the arrangement by notifying your bank or credit provider. If you terminate the agreement or stop the automatic debit arrangement in a manner not described in the agreement, then you may be liable to the Community Centre for breach of contract.

CONDITIONS OF ENTRY

- Members are required to scan their RFID band/token upon entry at every visit to enter permitted areas, via scanners situated next to automatic doors. Upon joining staff will take your photo to be used for security and safety purposes.
- To attend Group Fitness Classes, please scan your RFID band/token at the reception kiosk to receive a class ticket and present to your instructor. Please advise the instructor if it's your first time in a class. For your safety, members arriving late to a class will be prevented from participating if they do not have sufficient time to warm up.
- Members are not permitted to bring their children into the gym or group fitness classes, for their personal safety.
- Appropriate Behaviour—Members must conduct themselves appropriately in the centre and always treat others with respect. Foul language and inappropriate behaviour will not be tolerated and may result in expulsion from our facilities.

'PAY AS YOU GO' MEMBERSHIPS

- You are required to sign a Direct Debit agreement with fees being paid in advance. You will continue to be debited as per your Membership Agreement regardless of whether you are using the facilities or services at any given time.
- It is your responsibility to ensure banking details are correct and current. A dishonour fee will apply to insufficient funds or incorrect account details. If your payment is unsuccessful, EziDebit will attempt to re-debit unsuccessful payments plus a dishonour fee prior to the next scheduled debit and added to your next debit.
- Debits that are unsuccessful on 2 consecutive occasions without receiving any communications, may be referred to a debt collection agency. Should your membership be cancelled by us due to 2 continual unsuccessful payments and you wish to re-join, you must pay all outstanding fees prior to re-commencement.
- **Pay as you go Memberships are subject to an annual fee increase each year.**

CANCELLATION OF PAY AS YOU GO MEMBERSHIP (DIRECT DEBIT) you may cancel your membership at any time.

14 days' notice is needed, therefore one further payment is required.

All cancellations must be received in writing. Confirmation of cancellation will be acknowledged by return email.

Memberships cannot be cancelled verbally, recollection of verbal conversation, either face to face or via phone cannot be taken into account and will not be considered.

MEMBERSHIP HOLDS

- Memberships may be placed on hold for a **minimum of 14 days and a maximum of 90 days within a 12 month period**. You are required to complete a *deferral form* to place your membership on hold or email the centre in advance **before the requested time period**. Holds will only be back dated with supply of a medical certificate. **CORPORATE & FIFO MEMBERSHIPS cannot be placed on hold.**
- If your membership is placed on hold due to a major medical, you are required to provide us with a medical certificate/clearance stating you are permitted to return to physical exercise and outlining any restrictions. Membership access will be disabled until relevant documentation is provided. No time will be lost.

RISK AND LIABILITY

- It is important to understand that participation in activities within your membership require varying degrees of physical exertion, and you must advise the Centre of any medical or physical conditions that we need to be aware of which will affect your use of the facilities. It is your responsibility to update the Leisure Centre with any changes to your condition. The Naturaliste Community Centres takes no responsibility for loss or damage of your personal belongings.
- If requested to supply a medical certificate/clearance at any given time, the centre has a right to disable your access to facilities and place your membership on hold until provided. No time will be lost

TRANSFER OF MEMBERSHIP TO ANOTHER PERSON

- You are entitled to transfer your membership to another member or non-member. The transfer will only be accepted and processed once the new member has signed the required membership application forms. *CORPORATE & FIFO MEMBERSHIPS* are not permitted to be transferred.
- A fee applies to all transfers.