

NCC MEMBERSHIP TERMS & CONDITIONS

Membership agreements are subject to a 48 hour cooling off period.

Cancellation of membership agreement within the time frame specified must be received in writing. **A \$25 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 Leisure Centre for breach of contract.

CONDITIONS OF ENTRY

Your membership RFID band/token gains entry into permitted areas, scanners are situated near automatic doors and reception. **All members must scan their RFID band/token upon entry at every visit**, it is compulsory for security and insurance purposes. Upon joining, staff will take your photo to be used for security and safety purposes only.

If you wish to attend a group fitness class, please scan your RFID band/token at the reception kiosk to receive a class ticket. Class tickets need to be presented to your instructor. Please let the Instructor know if it's your first time in that class. For your own safety members who arrive late may be prevented from participating in a class if they do not have sufficient time to warm up.

'PAY AS YOU GO' MEMBERSHIPS

Fees are paid in advance for services. You will be required to sign a Direct Debit agreement. You will continue to be debited as per your Membership Agreement regardless of whether you are using the facilities or services of the club at any given time. It is your responsibility to ensure that your banking details are correct and current. A **\$14.80 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 dishonour fees prior to the next scheduled debit. If we are unable to contact you and/or do not receive a response from you, we will automatically add this to your next debit.

Debits that are unsuccessful on 2 consecutive occasions without having received communication 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 TWO weeks and a maximum of THREE Months 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.**

MINIMUM AGE REQUIREMENTS

Access to **Group Fitness Classes is 14 years and over**. Eligible to participate in non-weights-based group fitness classes and water-based classes.

Those aged below **18 years** of age require the signature of a parent or guardian to access the group fitness classes.

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 Centre with any changes to your condition. The Naturaliste Community Centre takes no responsibility for loss or damage of your personal belongings.

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. A fee applies to all transfers.