

# MEMBERSHIP T&C'S



## 1. Minimum age

1.1. The minimum age of a member is 18. Anybody who is under the age of 18 but over the age of 16 and wishes to join must have the written consent of a parent/guardian.

## 2. Membership Packages and Conditions

2.1. FLEXIBLE MEMBERSHIP (\$49.99 per week) The client understands that there is no minimum contract term. If the client wishes to cancel, the client understands that they are required to provide written notice before the membership will be cancelled. To cancel the contract the client must inform Forever Fitnation by email sent or in writing, outlining the person's intention to cease payments from an intended date. Clients are still able to attend all sessions up until the cancellation date.

2.2 UNLIMITED 6 MONTHS (\$44.99 per week) The client understands that the minimum contract term is for 6 MONTHS. If the client wishes to cancel before the contract term finishes the client understands that there is a cancellation cooling off period of 4 weeks where the client can either pay out the 4 weeks in full or continue the debits for the duration of 4 weeks. If the client finishes their contract term and wishes to continue, they may do so on a weekly basis and can cancel their contract thereafter effective immediately. To cancel the contract the client must inform Forever Fitnation by email sent or in writing, outlining the person's intention to cease payments from an intended date. Clients are still able to attend all sessions up until the cancellation date. In the event of pregnancy or illness and the client is unable to further train, please provide Forever Fitnation with a doctor's certificate and your contract will be cancelled effective immediately.

2.3. UNLIMITED 12 MONTHS (\$39.99 per week) The client understands that the minimum contract term is for 12 MONTHS. If the client wishes to cancel before the contract term finishes the client understands that there is a cancellation cooling off period of 4 weeks where the client can either pay out the 4 weeks in full or continue the debits for the duration of 4 weeks. If the client finishes their contract term and wishes to continue, they may do so on a weekly basis and can cancel their contract thereafter effective immediately. To cancel the contract the client must inform Forever Fitnation by email sent or in writing, outlining the person's intention to cease payments from an intended date. Clients are still able to attend all sessions up until the cancellation date. In the event of pregnancy or illness and the client is unable to further train, please provide Forever Fitnation with a doctor's certificate and your contract will be cancelled effective immediately.

2.4. There will be no refunds to a member for any reason after payment has been made.

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## **3. Failed payments**

3.1. Failed payments will incur a fee which will be added to the next successful payment. This cost will vary depending on the charges imposed by the Direct Debit company controlling the debit from the member's account or credit card.

## **4. Wet Weather**

4.1. As sessions are run indoors, wet weather will not be an issue.

4.2. If a BONUS session is scheduled to be run outside, it will be permitted by weather. Your trainer will advise ahead of time if the session will commence or be cancelled.

## **5. Session attendance and Public holidays**

5.1. Members are entitled to attend all sessions they have signed up for and are encouraged not to miss any sessions as some may be waiting to attend the class

5.2. Forever Fitnation still operates on Public Holidays unless stated otherwise by the trainer/business.

**6. The 8-week Challenge program requires attendees to acquire a #GirlGang membership or purchase a Personal Training Package or Online program to fulfil the program correctly.**

## **7. Memberships and Payments**

7.1. All sessions are to be paid in full BEFORE the commencement of the training session. All sessions are to be booked in advance of the session so the trainer is able to create the session plan.

7.2. As memberships are broken down into weekly payments, Forever Fitnation will not compensate members who do not show up to sessions they have paid for. However, members have the opportunity to place their membership on hold in advance if they have a medical condition or will be away on holiday.

7.3. Memberships can be placed on hold for a maximum period of 1 month. The member must inform Forever Fitnation one week in advance from the intended hold date. This must be in the form of an email sent to [foreverfitnation@hotmail.com](mailto:foreverfitnation@hotmail.com) with the appropriate dates, this avoids confusion and mixes up of dates moving forward.

7.4. If a member falls pregnant and wishes to place their membership on hold – They are able to indefinitely until they are able to return. If medical reasons inhibit them from training, a doctor's certificate is required to cancel their membership before the end of their membership term.

## **8. Direct Debit**

8.1. What is direct debit? Direct debit is a pre-authorized payment set to a fixed amount to be paid by the client to the supplier. Why does a business use direct debit? Direct debit saves the customer time, is efficient, reduces messy cash handling and helps track payments and memberships efficiently. Please refer to the STRIPE FAQ form for more information about Stripe.

## **9. Health Warning**

9.1. Warning, Forever Fitnation runs mixed intensity fitness sessions that can involve a demanding level of physical activity.

9.2. Release and indemnity. Upon application and commencement as a Forever Fitnation member, you agree that we will not be liable for: any loss, damage or theft of property belonging to, or brought to a Forever Fitnation session by you or your guest, unless caused by our gross negligence. By Filling out your Client Information form you are aware of any terms and conditions. Any further queries or concerns are to be written to [foreverfitnation@hotmail.com](mailto:foreverfitnation@hotmail.com) for revision.

To enter a membership agreement with Forever Fitnation, you accept the above Terms & Conditions.