

GUIDELINES TO A REWARDING MEMBERSHIP

1. Congratulations! As a Fitness First member you have committed to a minimum commitment period, as shown on the contract, in order to reach your goals. Your recurring membership automatically continues past this initial commitment to ensure you enjoy the benefits of an active lifestyle. If you are on a lump-sum membership, your membership will automatically end at the end of the minimum term unless you choose to renew it.
2. Your membership is subject to the Fitness First Club Rules which from time to time may be amended by the Management. Fitness First also reserves the right to make temporary changes to club access based on Government and or other relevant authorities guidelines and advisories. Significant changes will be notified to you.
3. Member etiquette: all members and guests are required to wear suitable gym attire whilst exercising. A top and closed footwear must be worn at all times in the club unless you are attending a class that does not require footwear. Members should be considerate of other members and staff, wipe down equipment with a hand towel and not dominate specific equipment especially when the club is busy. The provision of complimentary workout attire is not an automatic inclusion to all membership plans and is only available at Platinum clubs.
4. Fitness First is an exclusive club for members only. If you wish to bring guests, there is a guest fee. As a new member you can bring new guests for a one time visit only by booking through any of our membership consultants. For safety reasons, children below 14 years of age will not be allowed into the club either as members or guests.
5. A replacement membership card is chargeable at \$10 so look after it well!
6. Should you be unable to utilise the gym due to personal or medical reasons, we understand. Approach Front of House to "Freeze" your membership for only \$30 per month. All freeze requests must be submitted prior to the last day of the month, and the membership freeze will take effect from the 1st of the following month. The minimum freeze period is 1 month and the maximum is 12 months. Obviously you cannot use the club while your membership is "Frozen". The minimum term of your membership agreement will be extended accordingly.
7. Travelling overseas? Collect your international passport booklet from front of house before your travel. This will verify your membership for entry into overseas clubs (only for Passport/Platinum members, terms and conditions apply). Fitness First reserves the right to refuse entry to those without a valid international passport booklet.
8. Should you ever need to leave us or amend your membership in any way please approach Front of House. A minimum of one calendar month's written notice is required for cancellation requests. Flexi memberships only require written notice a minimum of 7 days prior to the end of the month. All forms must be completed at Front of House.
9. If you wish to cancel your membership for any reason whilst you are within your minimum commitment period, a penalty fee will be applied based on the number of months remaining in your commitment. The penalty fee amount will be equivalent to 50% of the value remaining in your commitment period.
10. Change your mind? The "7 day money back guarantee" allows you to cancel your membership within 7 days from the date of purchase (no exceptions). The monthly dues and start up fee will be fully refunded. 100% of the Fitness service fees are refundable if the training sessions have not commenced and any supplement products included have not been opened, used or damaged. 50% of the Fitness service fee will be refunded if the supplement products have not been opened, used or damaged and not all training sessions have been conducted. Fitness service fees are non-refundable as long as any part of the supplement products included have been opened, used or damaged. Any remaining/unused Personal Training package sessions will be fully refunded (if applicable). All forms must be completed at Front of House. Refunds will be processed within a maximum of 6 weeks of application.
11. If you have a monthly membership we will increase your monthly dues once every 12 months of membership anniversary. Written notice will be provided a minimum of 30 days in advance. Discounted Fitness First memberships obtained through a corporate partnership require ongoing employment and or association with the relevant corporation or membership program to enjoy the discounted membership dues.
12. Fitness First will not honour any verbal agreement between a member and staff or any amendments to this agreement, terms and conditions. Only the terms and conditions printed on the membership agreement, Personal Training agreement and Fitness First Club Rules will apply.