

# VIRGIN ACTIVE AUSTRALIA DIGITAL RULES



Your Essential membership entitles you to one (1) club visit each month. Additional visits can be purchased as pay as you go casual bookings. Casual Bookings rules apply for both types of bookings.

## PAID FOR CASUAL BOOKING TERMS

### 1. FEES

#### 1.1 Casual Booking

As a Virgin Active member you are personally responsible for payment to us of the Casual Booking fee in advance for each Paid For Casual Booking.

You may only pay your Casual Booking fee(s) in advance by credit card. No other form of payment will be accepted. You will not be allowed to access the Club for your selected class(es) or activity if you have not paid your Casual Booking fee(s).

If you have a genuine dispute in relation to the collection of outstanding amounts or the charges you incur please contact us.

#### 1.2 Changes to Casual Booking Fees

We review our Casual Booking fees periodically and may change them from time to time. Casual Booking fees and pack options will appear in your mylocker portal and will vary from Club to Club and the activity that the booking is for.

All Casual Booking fees include goods and services tax (GST).

#### 1.3 Other membership fees and charges

Any fees or charges that may be payable for additional services and facilities, such as Towel Fees, will be set out in the relevant Club Price List (as may be amended by us from time to time) available at reception. Such fees may be added to your direct debit or credit card payment.

#### 1.4 Cancellations and credits

If you make a Paid For Casual Booking in error, and cancel it **within 10 minutes**, we'll give you a credit to be used for a future Casual Booking.

If you cancel a Paid For Casual Booking **before 8pm** on the day before the Casual Booking, we'll give you a credit to be used for a future Casual Booking.

Credits must be used within 6 months of the original Casual Booking, otherwise they will be forfeited. No refunds will be given.

If you cancel a Paid For Casual Booking **after 8pm** on the day before the Casual Booking, you won't be entitled to any refund or credit of the Casual Booking fee.

If you fail to attend a Paid For Casual Booking, you won't be entitled to any refund or credit of the Casual Booking fee.

Intro Pack booking credits will expire 14 days after purchase. Only one Intro Pack per person.

The cut off times for cancelling Paid For Casual Bookings are subject to change. Check your mylocker portal or at reception for the latest Casual Booking rules.

## 2. CAN YOU TRANSFER YOUR CASUAL BOOKING CREDITS TO ANOTHER PERSON?

No, you may not transfer your Paid For Casual Bookings to another person. Your membership and Casual Booking credits are personal to you.

### 2.1 Access

Certain membership types may have restricted access times. Refer to the price list at your Club to see which of these apply. Casual Booking credits can only be redeemed against certain class or activity types. Your mylocker account will show the classes and activities that are available to book for your credit type.