

VIRGIN ACTIVE AUSTRALIA LITE MEMBERSHIP SPECIAL TERMS & CONDITIONS



These Terms and Conditions and the full Membership Terms make up the terms for your Lite Membership.

1. Initial Commitment Period

Your Initial Commitment Period is 12 weeks from your first billing date. It will then automatically renew for a further two week Commitment Periods unless terminated.

2. Visit Limitations

Your membership includes 1 Club Visit per week. Please book via MyLocker. If you do not use your Club Visit your MyLocker account will be credited with a Club Visit credit that will be able to be used within 12 months from the date that the credit was created. Your MyLocker account will show the number of credits you have available and the relevant expiry dates. 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. You can pay in advance for additional Club Visits if the visitation limit of your membership has been reached. If you cancel your membership you will forfeit any unused credits. Please also refer to the Group Exercise Booking Policy available under Legal Stuff on www.virginactive.com.au

3. Membership is available at certain clubs only

The Lite Membership is only available at some Virgin Active clubs. Please check in club or our website for a full list of clubs where the Lite Membership is available.

4. Termination/cancellation process

To cancel your membership, please let us know in club at least 3 days before the next direct debit date (ie close of business on Sunday). If you terminate your membership within the Initial Commitment Period, your membership dues for the remainder of your Initial Commitment Period will be payable.

5. Freeze

To freeze your membership, please let us know at least 3 days before the next direct debit date (ie close of business on Sunday). You can freeze your membership from direct debit date to direct debit date. Minimum 2 weeks.

6. Your Personal Data

We will collect, use and retain your personal information in accordance with our privacy policy and collection notice found at virginactive.com.au

7. Cooling Off Period

If you change your mind within 14 days of joining, we'll refund any payments. We may deduct any guest fees or personal training fees, if you've used our clubs or services.