

VIRGIN ACTIVE AUSTRALIA RECIPROCAL RIGHTS POLICY



YOUR GUIDE TO USING OTHER VIRGIN ACTIVE CLUBS

ACTIVE ME MEMBERS AND PRIME MEMBERS

Active Me and Prime members (non-discounted) can use all Virgin Active clubs in Australia with the exception of Virgin Active Collection or Premium Membership clubs. Active Me and Prime members (non-discounted) can access Virgin Active Collection or Premium Membership clubs in Australia by paying 50% of the guest fee applicable at that club when they visit. Check our price list (available at reception) for the applicable Guest Fee.

Active Me and Prime members can also visit our Virgin Active clubs in the United Kingdom, South Africa, Singapore, Thailand and Italy for a total of up to 21 times every calendar year with the exception of Virgin Active Collection or Premium clubs such as Chiswick Riverside (United Kingdom), Melrose Arch (South Africa), Milan Corso Como (Italy), Raffles Place (Singapore), Siam Discovery (Thailand) or such other clubs as Virgin Active specify from time to time.

DISCOUNTED MEMBERSHIPS

Discounted membership types such as Young at Heart, Student Starter and Founder memberships are only permitted to access their Home Club as part of their membership entitlements and cannot access overseas Clubs. For a full list of excluded clubs, please see your Home Club. Young at Heart, Founder and Student Starter members can visit other Virgin Active clubs in Australia by paying 50% of the Guest Fee applicable at that Club when they visit. Simply ask your smiley reception team at your Home Club to arrange a passport from your Home Club Manager and you are good to go.

COLLECTION AND PREMIUM MEMBERSHIP CLUBS

Some of our clubs can only be accessed by members holding a Collection Membership or a Premium Membership. In Australia these Clubs are Barangaroo and Bligh Street, Sydney.

These members can also visit our Virgin Active clubs in Australia, Singapore, Thailand, the United Kingdom (except Chiswick Riverside), South Africa and Italy an unlimited number of times per calendar year, free of charge.

To visit other Virgin Active clubs, simply flash your Membership card at the club for access.

ESSENTIAL MEMEBERSHIPS

Essential memberships can access any club in Australia only. Essential members receive one included club visit per month. Additional visits can be purchased as casual visit bookings by paying the applicable Guest Fee.

HOME AND AWAY (CLUBS)

The club that you join and pay your dues at is called your Home Club which is shown on your Membership Application Form. An Away Club is any other Virgin Active club that you may visit from time to time.

Virgin Active reviews Home and Away Club visits on a regular basis. Membership Dues differ from club to club so we ask that you use your Home Club more than an Away Club.

If you are using an Away Club more than your Home Club, our Customer Service Team will contact you and let you know that your Home Club will be transferred to the applicable Away Club with effect from the next direct debit date. From the next direct debit you will pay the Membership Dues of your new Home Club which may be more or less than those applicable at your initial Home Club.

CHANGING HOME CLUBS

You can choose to change your Home Club to any other Virgin Active club in Australia.

To complete a Home Club transfer, simply pop into a club and fill in a Change of Circumstances Form at reception. The club must receive the Change of Circumstances Form at least 3 days prior to the start of the fortnightly billing period (i.e. close of business Sunday) from which you would like the change to be effective.

You must pay the Membership Dues applicable at the club that you transfer to from the date of transfer.

All undefined terms used in this policy are explained in the Membership Terms.