

WHAT TYPES OF MEMBERSHIPS DO WE HAVE AT PCYC?**PCYC ANNUAL
MEMBERSHIP**

Required for access to PCYC facilities in any capacity.

**DIRECT DEBIT
ACTIVITY MEMBERSHIP**

Ongoing access to specific club activities.

**UP FRONT PAYMENT
ACTIVITY MEMBERSHIP**

Access to specific activities for a pre-determined length of time.

MEMBER AGE RESTRICTIONS

- Members aged 13 years and under are not permitted to use or enter any PCYC NSW Gym & Fitness facility.
- Members aged 14 to 15 years must complete an induction prior to use and can only use bodyweight and cardiovascular equipment when another adult member is present. (Prohibited from training whilst alone or only member in Facility)
- Members aged 16 to 17 years must complete an induction prior to any use, and use cardiovascular and weights equipment when another adult member is present. (Prohibited from training whilst alone or only member in Facility)
- Members aged under 18 years must always be in the presence of an adult. Another gym member is acceptable, it does not need to be a parent or PCYC Staff Member.

WHEN DOES MY AGREEMENT COMMENCE?

Your agreement commences once you have signed it and we have accepted it.

WHAT IF I CHANGE MY MIND”

You have a 7-day period from the start of your agreement to cancel your membership. To cancel your membership in this manner you must give written notice to the club stating your intentions within that period. We will then cancel your membership and refund your initial payment.

The annual PCYC NSW Membership is not refundable.

WHEN DO I PAY MEMBERSHIP FEES?**Paying upfront**

For membership options that are available for upfront payment you must pay in full prior to the commencement of the membership.

Paying for ongoing Direct Debit memberships

Direct debit payments for ongoing memberships are paid fortnightly in advance from your bank account or credit card. You can pay your fortnightly fees in advance, however your payment details need to be up to date at all times.

Payments will be deducted from your bank account or credit card every second Thursday. These dates are pre-set and do not differ between members.

Debits may take up to 4 days to come out of your account. It is your responsibility to ensure that your account can accept direct debit payments, and has sufficient fund to cover the payment on the payment day and for the 4 days following.

If there are any changes to your account details for direct debit we require notice no later than 48 hours prior to the payment being processed.

Use of Creative and Active Kids vouchers

Creative and Active Kids vouchers may be utilised on some activity memberships. These will be processed as an upfront payment, are non-refundable & may be subject to time limits / use by dates once applied

PAYMENT FAILURE & DEBT

If your account is in debt or has not been paid in full we will suspend your access to our facilities until such time that your payments are up to date and your account details are correct. Suspension of access to our facilities in this manner does not constitute a freeze or cancellation of your membership.

A late payment fee of \$10 will be charged for any direct debit payment that cannot be processed.

We will continue to debit your account the full amount of debt owing on your account until we receive the full amount that is owed (including any late payment fees). We will attempt to contact you via phone or email should there be multiple rejections of payments.

If you default on payment of fees we may send your outstanding debt to a third party debt collection agency.

IF YOUR AGREEMENT CHANGES

We reserve the right to change or adjust the terms and conditions of our memberships to stay in line with current business needs and legal requirements. The most up to date terms and conditions always apply. We will notify all members with 28 days notice via email of any changes to our terms and conditions. When there is an increase in membership Fees

We reserve the right to increase membership fees in line with business requirements. Before an increase in membership fees occur, you will be advised via email with a minimum 30 days' notice

PLACING MEMBERSHIPS ON HOLD

You may place your membership on hold for up to 4 fortnights per calendar year. A hold on a membership is for a minimum of 1 fortnight and will follow the payment cycle for fortnightly payments.

A membership hold is charged at the reduced rate of \$8 per fortnight.

A membership hold must be requested in writing prior to the payment being processed. Holds will not be backdated.

An upfront payment membership cannot be placed on hold.

Medical Hold

A membership may be placed on hold for medical reasons for a period of up to 13 fortnights in a calendar year. This type of hold will not receive a charge. To qualify for a medical hold a certificate stating that you are unable to participate in that activity for those specific dates will be required.

ACCESSING OUR CLUBS & FACILITIES

You will be supplied a membership card upon your purchase of your PCYC Annual membership. This card remains the property of PCYC NSW and cannot be given or shared to another person.

You will be required to use your membership card to access our facilities on each visit. If you do not have your membership card you will be asked to present photo I.D. to gain access.

If you lose your card or damage it you can purchase a replacement card for \$5.

MAKE UP CLASSES

No make up classes for activities will be offered.

If you are on an upfront membership and medically cannot attend a credit will be placed on your account for the time that you are unable to attend the activity. To qualify for this credit a medical certificate stating that you are unable to participate in that activity for those specific dates will be required. This credit will be valid for a period of 12 months.

CANCELLING YOUR MEMBERSHIP

You may cancel your direct debit membership by giving us 30 days minimum notice in writing. You are responsible to make all payments that fall within that period.

A membership cannot be cancelled until all debt is paid. The 30 day notice period will not commence until all debt is paid.

You cannot place your membership on hold during the cancellation notice period.

Upfront payment memberships may not be cancelled.

RULES & SAFETY

You are subject to the PCYC code of conduct at all times that you are in a PCYC facility or using PCYC equipment and property.

GUEST ENTRY

You may bring a guest to our facility to try an activity with you (dependent on availability) for a fee that will be dependent on the activity being attended.

If the same guest comes to the facility more than once they will be required to purchase a PCYC annual membership

MEMBERSHIP DISCOUNTS

Corporate Discounts

You will receive a partnership discount if you are an employee or volunteer of a company that we have a partnership agreement with. Proof of employment/volunteer status will be required before any discount will be applied

Concession discounts

Concession discounts may apply to certain memberships at certain clubs. These may be based on age (junior memberships) or status such as being a pensioner or having a concession. Proof of this status may be required prior to any discount being applied.