



Cancelling Direct Debit Memberships

Direct Debit memberships are subject to minimum number of debits as per agreement. Once minimum terms have been made memberships and payments will continue on as per usual until further notice in writing is given, unless requested to terminate after minimum terms on signed contract.

To cancel memberships after minimum payment terms 30 days notice is required. If request to cancel is made whilst on suspension, payments will return to original debit payment amount as per agreement. All cancellation requests must be made in person by filling out a Cancellation Request Form. Memberships can only be cancelled if no money is owing on account.

Memberships within minimum terms can be cancelled early by paying \$100 exit fee.

Refunds and credits on Pre-Paid memberships and services

All membership payments made are non-refundable. In extreme circumstances a refund or credit may be applicable, however are strictly up to Management discretion and a \$55 administration fee will apply.

Transferring a membership

Should you wish to transfer your membership over to another person a \$50 transfer fee will apply, and they will be required to purchase an Access Tag. Written consent for both parties is required for this, and the contract terms will continue as per original signed agreement.

Membership suspensions

Direct Debit Memberships - can be suspended for a minimum of 2 weeks and a maximum of 6 months. A fee of \$2 per week will be charged during this period. Suspended time will be added to end of contract.

Pre-Paid Memberships - can be suspended twice per year for a minimum of 2 weeks and a maximum of 3 months per suspension. Suspended time will be added to end of contract.

Failure to Pay

Failure to pay your invoice will result in being sent to debt collection agencies. You, as the debtor/s, shall pay for all costs actually incurred by Fitness Focus Dubbo in the recovery of any monies owed under this Agreement. You agree to be liable for and indemnify Fitness Focus Dubbo. These costs include recovery agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis, debt collection commission and legal fees on an indemnity basis.