

# MEMBERSHIP GUIDELINES

## Club Usage

As a member of Anytime Fitness, you have access to all Anytime Fitness Clubs worldwide, anytime, 24 hours a day using your AF Access Pass. There is no limit to how often you can use the club!

## Your AF Access Pass

For security reasons, members are only allowed one type of access – A physical access pass with a key fob or a digital access pass using a smartphone. Be sure to secure your AF Access Pass at all times.

## Guest Policy

If you want to bring a guest along to the club, you will need to let the club staff know beforehand so they can arrange a guest visit pass or equivalent. Please remember that providing access to non-members could result in an automatic fee added to your account for each guest or could result in your membership being cancelled. Stay on the safe side and let the team know in advance or to arrange a guest pass.

## Respectful Behaviour

Please be kind and considerate to fellow members and staff. Any form of aggressive behaviour, including swearing and intimidation can result in your membership being cancelled and escalated to authorities. Thank you for helping us maintain a positive environment for everyone.

## What to wear

Please wear appropriate closed-in footwear (No crocs and sandals etc) and training clothes and don't forget your towel. No gang-affiliated paraphernalia or patches and most importantly, shirts must stay on at all times – our mirrors can only handle so much awesomeness!

## Restrooms & Shower Facilities

Please use the restrooms and shower areas for changing clothes. Don't forget to bring your own amenities (such as shampoo and towels) to the club and take all your belongings with you when you have finished. Let's be respectful of time and other members who may also wish to use the facilities.

## Fitness Consultation

It is recommended that all members book in for their initial Fitness Consultation with a Coach to develop a personalised plan and ensure you get the most out of your membership. You will talk about goals, do a quick body scan (subject to availability), a short workout to familiarise yourself with the equipment and movements. They will also introduce you the Anytime Fitness App and set some initial health goals. This consultation lasts no longer than 45-60 minutes, so be sure to wear your workout gear and bring your towel and water bottle!

## Equipment Usage

Once you have had your Fitness Consultation, you should be familiar with the equipment. Be a tidy kiwi and put everything back where it belongs after using it and always wipe it down with the disinfectant wipes provided. During busy times, be sure to share equipment with others. And don't forget, know your limits! Stay safe and enjoy your workout.

## Age Requirements

Due to liability reasons, children under the age of 16 are not permitted in the club without the permission of the club owner. Note: Policies may vary – see your club owner for more details.

## Entertainment System

Feel free to tune in to any television using the personal viewing screens on the cardio gear; just bring your own headphones. We've also got music playing through the club too so you can enjoy your workout to your favourite beats!

### **Lost or Stolen Items**

If you think you may have left something behind by mistake, please let us know and we will be happy to look for you. Anytime Fitness is not responsible for lost or stolen items. For peace of mind, we recommend leaving your valuables locked in your car or refraining from bringing them into the club altogether.

### **Smoke/Vape-Free Zone**

Anytime Fitness helps to promote healthy lifestyles. Under the Smokefree Environments Act, smoking and vaping is not permitted in the club and we ask that you do not smoke or vape around the front entrance of the building.

### **Emergency Procedures**

Safety is our main priority. We have emergency panic buttons and personal security devices which will contact our security company directly should you require any help. These are available on the club's safety wall along with a first aid kit, emergency phone and AED should they be needed.

### **Membership Billing Services**

Your Anytime Fitness direct debit membership fees are administrated by our billing provider EZYPAY. EZYPAY will appear on your bank/ credit card statement as debiting your membership fees on behalf of Anytime Fitness. Any questions regarding your direct debit arrangements should be directed to EZYPAY on 0800 399 420. All memberships are to be paid via direct debit (with the exception of Paid in full memberships). This helps keep costs lower and facilitates your access to the club. Please ensure you have sufficient funds in your account. Additional charges will apply for unsuccessful membership payments.

### **Ongoing Membership**

All direct debit memberships have a minimum term period depending on which membership option you have signed up on. Once you reach your minimum term, your membership will continue on an ongoing basis until such time you wish to cancel.

### **Freezing Your Membership**

You can freeze your membership (and payments) at any time by letting your home club know in writing. There is a minimum freeze period of 2 weeks and a maximum of 12 weeks unless otherwise approved by the club manager. Please remember there is a freeze fee of \$5 per week and any amount of time your membership is frozen will be added to your minimum term.

### **Cancelling Your Membership**

Your membership may be cancelled in accordance with your Membership Agreement. To cancel your membership please pop into your home club in person or send a request in writing via email. Cancellation fees may apply and a 30-day notice period is required to process your cancellation. In the instance that you cancel your membership for medical reasons, a medical certificate may be required. Please refer to your Membership Agreement for more information.

### **Transferring Your Membership**

Memberships are transferable between all Anytime Fitness clubs worldwide. If you use another Anytime Fitness club more than your current home club in any 60 day period or more, we will need to transfer your membership to that club which may have different membership dues.

You also have the option of transferring your membership to another person we approve. To transfer your membership to someone else contact your club to discuss how this can be arranged.

--

For more information about your membership, please refer to your Membership Agreement. For more information about Fitness Consultations or other clubs services (such as personal training), please contact the club directly. Alternatively, come and see the team during staffed hours.