

CONDITIONS OF MEMBERSHIP –

- These terms and conditions contain important information about becoming a CityFitness member. You should read this document carefully and make sure you understand it before you join. If you do not understand something, ask us or seek advice.
- What is set out in this agreement overrides anything that anyone may have said to you. If there is something in this agreement different to something that you may have been told, you should tell us before you agree to this agreement.
- If we do not enforce our contract rights at any time it does not mean that we have waived those rights.
- The terms and conditions and our club rules may change from time to time. The most up to date version of our terms and conditions and club/studio rules will always apply. You can find copies of our most recent terms and conditions at any CityFitness clubs/studios or on our website at cityfitnessgyms.com.au

Commonly used terms: Commonly used terms are explained at the end of these conditions of membership.

- 1. Facilities:** We agree to make the fitness and health facilities at the local Club identified in the membership form available to you. Additionally, we agree to also make the fitness and health club facilities we operate in Australia available to you if you elected this in your membership form. These facilities are available to you throughout the term of this agreement for so long as we shall operate them, except where the Club is unable to make the facilities available as a consequence of any circumstance (including a significant disruption) beyond the reasonable control of the Club.
- 2. Covid-19 Measures:** It is important that we all play our part in managing the risks associated with Covid-19, and to do our part, we have introduced new measures (**Covid-19 Measures**) in relation to our Clubs and you must comply with these Covid-19 Measures including any changes to these measures from time to time, as part of your membership. In relation to Covid-19 Measures:
 - (a) while we aim to minimise risks associated with Covid-19, access to, and use of, our Clubs is entirely at your own risk and we cannot guarantee that the Club will be (or will remain) free from Covid-19;
 - (b) they will be communicated to you separately, and the nature, extent and timing associated of those measures may change depending on our view of what is necessary to:
 - (i) manage risks associated with Covid-19;
 - (ii) to comply with any laws, government guidelines, restrictions and recommendations including from the Australian Government, Department of Health and any relevant Australian state government department in the state in which any Club is located (**DOH**); and
 - (iii) to comply with changes in the different requirements of restriction levels, directions and advice issued by or published by any DOH;
 - (c) they may include additional contact tracing measures, which includes, the ability to share relevant contact tracing information with the DOH should we be asked;
 - (d) they may cover (but are not limited to) the following matters:
 - (i) outside of any requirements at law, restricting the number of people in a Club at any given time and this may differ as between Clubs (depending on location);
 - (ii) access to the Club only being available through a time slot booked through an electronic booking system. Such booking system may limit time slots (for instance, to a maximum of one hour) and number of bookings (for instance, no more than three time slots may be booked in any week and on different days).
 - (iii) refusing entry to anyone showing signs of elevated temperature or being physically unwell;
 - (iv) maintaining physical distancing requirements while at the Club;
 - (v) restricting certain classes, equipment or facilities. For example, all small equipment such as balls, bands and foam rollers may be removed or similarly we may cease having fans operate in the Clubs;
 - (vi) not allowing members to bring guests to the Club where concerns exist around the number of members in a Club, contact tracing being compromised, or other Covid-19 related concerns;
 - (vii) restricting the use of Clubs outside of the normal geographical area of a member, particularly where that geographical area has registered a high instance of Covid-19 cases or community outbreak;
 - (viii) not allowing access overnight or where the Club is unstaffed;
 - (ix) mandatory use of towels within the Club and being provided with a spray bottle of disinfectant at the time of access for use while in the Club (with the requirement to spray and wipe down every surface that you touch while you are using the facilities);
 - (x) making hand sanitizing mandatory on entry and departure, along with making sanitising stations available for regular use while at the Club;
 - (xi) requiring any person entering the Club to undergo a mandatory temperature check and refusing entry to anyone who refuses such check or who we suspect may have an elevated temperature; and
 - (xii) spacing out equipment out to allow physical distancing. You must adhere to two metre physical distancing at all times within the Club (and in the Club carpark);
 - (e) may in addition to the above, make other operational changes, and these may include things like:
 - (i) deep cleaning of each club overnight;
 - (ii) cleaning of fitness equipment after each group class; and
 - (iii) disinfectant fogging throughout the day;
 - (f) (whether mentioned above or not) will be based on what we consider appropriate in the context of managing Covid-19 related risk, and during this time, any availability of classes, equipment and facilities will be at our sole discretion and may be varied from time to time; and

(g) while we will use our reasonable endeavour to keep you up to date on these changes as soon as is reasonably practical, however this may not always be practical where emergency or urgent measures need to be introduced.

3. Black Card membership: If you have a "Black Card" membership, you are entitled to have one guest (at a time) accompany you to use the facilities. You may also provide your membership card to one family member (at a time and who will not be entitled to bring a guest) to use in your membership at no additional cost, subject to the following:

- (a) any use of the Club by your guests and/or family members is strictly limited to use during those hours in which the Club is staffed (which may vary by Club location);
- (b) you taking responsibility (and assuming liability) for ensuring that your guests and/or family members comply with the conditions of this agreement relating to use of the Club (including all Rules) and you acknowledge that, if any of your guests or family members fail to comply, we may refuse access to (or expel from) the Club the non-compliant guest or family member and in some cases, cancel your membership; and
- (c) you not trying to commercially gain from any use by your guests and/or family members.

Black Card member guests and family users have the same privileges as our Basic Membership.

4. Under 18 access: If you are under 18 years of age your access to the Club (together with any other fitness and health club facilities operated by CityFitness Group Limited) is strictly limited to use during those hours in which the Club is staffed (which may vary by Club location).

5. Rules and conduct: You agree to abide by all rules posted in and around the Club or otherwise notified to you which relate to use of equipment, health and safety (including hygiene), parking and the day to day operation of the Club and surrounding areas (**Rules**). In using the Club, you must:

- (a) make sure you know how to exercise safely, and if you are not sure, that you ask for our assistance;
- (b) exercise in a way that is safe to you and others using the Club; and
- (c) act in a considerate and respectful manner towards the Club's staff and other members of the Club.

If we find you conducting yourself in a way that jeopardises the health and safety of yourself or others in the Club, or you breach any of the Rules (or other requirements in this clause 5) and that breach has a detrimental effect on the Club or any of its staff or other members (for example, you act in an offensive or disrespectful manner towards a staff member or persistently interfere with other members enjoyment of the facilities), we may (acting in good faith) expel you from the Club and/or terminate your membership in accordance with clause 20. This also applies if anyone accessing the Club via your membership conducts themselves in any such way or breaches the Rules.

6. Health and other risks: Our staff and contractors are not medically trained and cannot assess whether you can exercise without risking your health, safety or comfort. You promise to:

- (a) notify us in writing if you have any risk injury, illness, disability, or other condition that means you shouldn't be using the Club's facilities, and this includes any infections, or contagious illness; and
- (b) not use the Club's facilities if you suffer from any injury, illness, disability, or other condition which might cause additional injury or exacerbate your condition or pose a health risk to staff or others in the Club.

You specifically acknowledge that it would be prudent for you to undertake a medical examination prior to joining to avoid inadvertent injuries or pressure on your body. We recommend that you independently undertake a medical examination prior to joining but we leave this entirely at your discretion to do so.

7. Term: The term of your membership will commence on the commencement date set out in your membership form and will continue until terminated in accordance with this agreement. Without taking away any termination rights in this agreement, your membership will automatically continue on past expiry of any Minimum Term unless you give us notice in writing prior to the end of your Minimum Term that you want the terms to end on expiry of the Minimum Term. Where you do give us such a notice, you will no longer be able to access the Club after the date it comes to an end and, if you wish to access the Club again, you will need to sign up for a new membership (to which another minimum term and upfront fees may apply).

8. Cancellation/Termination: We may terminate this agreement at any time without reason by giving you at least 4 weeks' written notice of termination. You may cancel this agreement at any time by giving us at least 4 weeks' written notice (or in the case we have varied the agreement or increased the Membership Fee, by giving us notice in accordance with clause 18) via by email or delivered to the Club. This notice will be taken from the next available direct debit date. Where a Minimum Term applies and you terminate during the Minimum Term under this 8, an Early Termination Fee may apply (see clause 9). This right of termination is in addition to any other rights of termination you may have in this agreement (see clauses 18, 19 and 20). Where we terminate this agreement under this clause 9, we will refund any amounts you have paid in respect to any period after this agreement has terminated after deduction of any amounts we are entitled to deduct or be paid under this agreement.

9. Early Termination Fee: If you have agreed to a Minimum Term and you terminate this agreement prior to the end of that Minimum Term under clause 8 or we terminate this agreement due to your default (see clause 20), you must pay to the Club (in one lump sum) an Early Termination Fee equal to 4 weeks membership fees and 50% of the amount that you would have paid for the remainder of the Minimum Term had you not terminated this agreement.

10. (the Early Termination Fee). The Early Termination Fee applies because we have priced your membership on the basis that you will not terminate your membership prior to the end of your agreed Minimum Term. **Administration and/or Joining Fee:** If the membership form specifies an administration and/or a joining fee (**Upfront Fees**) then you must pay those fee(s) at the commencement of the term at the same time as your first payment of Membership Fees).

11. Membership Fee changes: Your membership fees may change from time to time during the Term other than during the Minimum Term, to include:

- (a) an annual CPI increase (of an amount equal to the increase in CPI during the most recent 12-month period for which figures are published and available), which increase shall (if applied by the Club) take effect on 1 January each year during the term of your membership; and
- (b) any increases required to reflect changes in the law, including any change in the taxes applicable to your Membership Fees (for example, a change in the rate of GST).

These Membership Fee changes will be notified to you as a variation under clause 18 and shall not limit the Club's ability to exercise its rights to amend Membership Fees under clause 18. If your Membership Fees are varied under this clause 11 or clause 18, you authorise any debits from your nominated bank account or credit card to also be varied.

12. Class Bookings and Cancellations: Class spaces are limited, we strongly recommend that you pre-book online to reserve a space.

- (a) Classes can be pre-booked up to 48 hours prior to the start of class
- (b) Online bookings close 60 minutes prior to class
- (c) If you pre-book a class and fail to cancel or attend, you may be automatically debited a \$15 no-show fee.
- (d) Cancellations on pre-bookings can be done up to 2 hours before a class to avoid a no-show fee

13. Payment: You agree to pay the Club in cleared funds:

- (a) the Membership Fees in advance for each Payment Cycle on and from the commencement date set out in the membership form; however, adjustment shall be made by the Club to the first and last payments to allow for broken periods in those Payment Cycles; and
- (b) any other payments incurred by you under or in connection with this agreement when specified in this agreement and after demand for payment by the Club, and these payments may include, but are not limited to, any Upfront Fees, Early Termination Fee, class no show fees, late payment fees or charges, and default interest together with any GST on them.

14. Fee collection: The administration of this agreement (including the collection of payments) is conducted by the Billing Agent on the Club's behalf. You accept that the Billing Agent collects your payments to the Club. The services provided by the Billing Agent are administrative and do not affect the status of any membership receipts issued by the Club.

15. Direct debit: If you have elected to pay by direct debit you irrevocably authorise the Billing Agent to debit, from your nominated bank account or credit card the payment of all Membership Fees owing under this agreement up to the effective date of termination of your membership, and if applicable, Upfront Fees, late payment fees, class no show fees, on-hold fees and Early Termination Fees. You may change your nominated bank account at any time by completing a new direct debit authority in favour of the Billing Agent. If there are other payments (beyond those listed above) owing under this agreement, we will notify you in writing of such payments due and, within 7 days of such notification, notify the Billing Agent to deduct all such other payments from your nominated account unless there is a genuine dispute relating to the payment and you notify us of that dispute in writing (including the full details of the dispute) within that 7 day period. If you do notify of a dispute in writing within the time required, we shall hold off on notifying the Billing Agent to deduct such amount until the dispute has been resolved between us or pursuant to clause 24(f).

We may recover from you any merchant or other fees attendant upon credit card use or charged to us as a result of payment by you, whether by credit card or otherwise

16. Late payment: If payment of any fees has not be made within three days following the relevant due date, in addition to the late fees as per the Ezy pay terms and conditions, the following amounts shall become payable by you on demand from the Billing Agent:

- (a) an amount equal to all costs of collection (both prior to and after any legal action) incurred by the Billing Agent in connection with collection of your late or unpaid fees (including collection agency costs, court costs, and solicitor's fees), all of which may be paid or incurred by the Billing Agent; and/or
- (b) default interest on all outstanding amounts between the relevant due date of such amount and the date on which such amount is paid in full, calculated at the maximum rate we are allowed by law to charge or 1% per month (12% p.a.) (whichever is the lesser)

The obligation to make payment of amounts under this clause 16 shall not detract from your obligation to make payment of any Early Termination Fees payable by you under this agreement or any amounts you become liable for under clause 22 (if applicable).

17. Freezing your membership: If you know in advance that you will not be able to attend the Club for a period, you may put your membership on freeze at reduced fee of 50c/day for a minimum period of 1 fortnight through to a maximum period of 6 fortnights. To

activate your membership freeze, log on to your Member Portal (available on our website at www.cityfitnessgyms.com.au). Freeze periods will not be counted by the Club in any notice period required for the termination of your membership, nor will they count towards the Minimum Term.

18. Amendments to your membership terms: In order to run the Club efficiently (as part of our wider group), we reserve the right to amend this agreement, our policies and procedures, the Rules, Club operating hours (including hours that our clubs are staffed), and our policies (including the freeze policy). Our ability to amend extends to Membership Fees (outside of the Minimum Term). We will provide at least 14 days' notice to you of any such amendment (unless a change is needed for health and safety reasons, in which case such change may have immediate effect). Where a notified amendment will have a material negative effect on your membership rights or your Membership Fee is to be amended, you may terminate this agreement by providing us with written notice of your wish to terminate. Any termination by you under this clause 18:

(a) must be notified to us within 7 days of us giving you notice of an amendment and the effective date of such termination will be the date of the relevant variation;

(b) will not be effective if we decide not to go ahead with the amendment and let you know this before termination; and

(c) if not accepted by us must be resolved under the dispute resolution procedures.

If you do not exercise your right to terminate within the required 7 day period, the amendment notified by us will apply to your agreement (and in the case of a change to your Membership Fee, we will notify the Billing Agent of the fee change and instruct the Billing Agent to change the Membership Fees direct debited to your bank account).

19. Termination for medical reasons: If You become medically incapacitated, provided you supply the Club with supporting documentation to the Club's reasonable satisfaction from a qualified medical practitioner certifying that you are permanently sick or incapacitated from undertaking any exercise regime for a period of three calendar months or the remaining term of your membership, whichever is shorter. You must give us at least 2 days' notice, Reasonable admin charges may be applied.

20. Event of default: Either party (**Terminating Party**) may terminate this agreement by written notice to the other (**Defaulting Party**) where the Defaulting Party materially breaches this agreement and does not remedy that breach after being given 7 days' notice in writing by the Terminating Party (setting out the material breach and how the Defaulting Party must remedy the breach). If the material breach of the Defaulting Party is one that cannot be remedied, the Terminating Party does not have to give time to the Defaulting Party to remedy that breach. Any breach any of the Rules, the Club's policies and procedures or non-payment of fees due for a period of more than 7 days or more will constitute a material breach and the Club will be entitled to immediately terminate this agreement.

21. Disputed termination: If a party has a genuine dispute of whether a termination notice given under clause 20 [19] is effective, the relevant party may seek to resolve that dispute directly with the other party or pursuant to clause 24(f). [23(f)]

22. Liability and indemnity:

(a) You shall be responsible for loss or damage which is caused by your use of the Club (and any use of the Club by your family or guests). You understand the possibility of injury or other dangers connected with any form of physical activity including activities using the Club facilities.

(b) Without limiting (a) above, neither we (nor any of our employees, contractors, agents or representatives) will be responsible for any damage caused by you (your family and guests) failing to follow any of our policies and procedures or rules (including the Rules) or reasonable directions given in relation to use of the Club's facilities.

(c) To the extent permitted by law (including the Australian Consumer Law) and subject to (e) and (g) below, if we (any of our employees, contractors, agents or representatives) do become liable to you in connection with this agreement or your use of the Club (including any use of the Club by your family or guests), our liability shall be limited to an amount equal to your Membership Fees for the immediately preceding 12 month period (in total in respect of all claims).

(d) You are solely responsible for your property (including any property you bring into the Club or onto its premises) and the security of that property. You should not take any valuables into the Club, even if you plan to store them in a locker as the Club will not be responsible for any loss or damage to valuables brought into the Club or onto its premises. Lockers will be cleared adhoc, they cannot be used to store property overnight.

(e) To the extent permitted by law including under the Australian Consumer Law, neither we (nor any of our employees, contractors, agents or representatives) nor you will be liable for any loss of profits, or any consequential, indirect or special damage or damage or injury of any kind suffered by the other party to this agreement.

(f) Nothing in this agreement is intended to have the effect of limiting or reducing your rights against us under the Australian Consumer Law. As a consumer, you are entitled to certain guarantees under the Australia Consumer law. If we breach any of these guarantees, your rights of redress are set out in the Australian Consumer Law.

(g) If any warranties are implied by law that cannot be excluded, then to the maximum extent permitted by law, our liability for breach of such warranties is limited to, at our option;

(i) in the case of products:

a. the replacement of the products or the supply of equivalent products; or

b. the payment of the cost of replacing the products or acquiring equivalent products;

(ii) in the case of services:

- a. the supply of the services again; or
 - b. the payment of the cost of having the services supplied again.
- (h) Nothing in this agreement limits in any way our liability for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability, including under the Competition and Consumer Act 2010 (Cth), the statutory consumer guarantees under the Australian Consumer Law, or similar applicable laws in the States and Territories of Australia.

23. Provision of Information:

- (a) It is your responsibility to ensure that you update (by way of written notice to the Club) all personal information held by the Club about you, including any contact details the Club may hold for you.
- (b) You must ensure that all personal information you provide to the Club (as part of the application process or otherwise) is true and accurate and you must not knowingly provide any false information to the Club.
- (c) You authorise any person or company to provide the Club or the Billing Agent with such information as the Club or Billing Agent may require in response to its credit and/or membership enquiries.
- (d) You also authorise the Club and Billing Agent to use information for any subsequent dealings that you may have with the Club or Billing Agent as a result of your application being accepted, including the provision of information to third parties regarding any failure to make any payment when due.
- (e) By executing this agreement, you consent to the Club's privacy policy provided together with this agreement and otherwise available on our website at www.cityfitnessgyms.com.au.

24. General:

- (a) If written notice is required to be provided to either party under this agreement, it may be provided by post or email at the addresses given on the membership form or as otherwise updated by you by way of written notice to the Club
- (b) The Club may be prevented from meeting its obligations under this agreement as a consequence of any cause or circumstance, including significant disruption, beyond the reasonable control of the Club. In these circumstances, the Club can suspend your use of the facilities and your Membership Fees will be suspended until the facilities are restored.
- (c) All clauses which should, by their nature, survive the termination or expiry of this agreement, shall survive the termination or expiry of this agreement (including clauses 9, 12, 16, 21 and 22). Termination of this agreement by either party does not relieve you from making all payments due up to the date of termination.
- (d) This agreement is exclusive to you. The Club shall be entitled to assign this agreement, in circumstances where the Club's business is being sold or restructured. If an assignment by us has a material negative effect on your membership rights, notice of the assignment may be treated as an amendment and clause 18 [19] will apply.
- (e) This agreement shall be interpreted, governed, and enforced pursuant to the laws of New South Wales, Australia. Each party irrevocably submits to the exclusive jurisdiction of the courts exercising jurisdiction in the state of New South Wales, Australia.
- (f) If a dispute arises between the parties under or in connection with this agreement, the parties must follow the dispute resolution process set out below:
 - (i) The parties will use their best endeavours to promptly resolve any dispute or difference between them by way of good faith negotiations.
 - (ii) If the dispute is not resolved by negotiation within 14 days of either party notifying the other of the dispute (or such longer period agreed by the parties), either party may require the other to submit to mediation with assistance of a qualified mediator.
 - (iii) If the dispute is not resolved by way of negotiation or mediation within 21 days of notification of the dispute, either party may take steps to seek relief before an appropriate court.
- (g) The failure of a party to enforce any provision of this agreement shall not be treated as a waiver of that provision, nor shall it affect that party's future right to enforce that provision.
- (h) If any provision of this agreement is or becomes unenforceable, illegal, or invalid for any reason it shall be deemed to be severed from this agreement without affecting the validity of the remainder of the agreement and shall not affect the enforceability, legality or application of any other provision of this agreement.
- (i) The parties acknowledge that the terms and provisions of this agreement confer a benefit on and shall be enforceable by, the Billing Agent, and each of our and the Billing Agent's employees' contractors, agent, and representatives as if such persons or entities were a party to this agreement.

25. Commonly used terms:

agreement means your agreement with the Club, consisting of your executed membership form, these conditions of membership and any other forms, policies and/or rules of the Club (including the Rules) referred to in these conditions of membership.

Australian Consumer Law means the uniform legislation for consumer protection in Schedule 2 to the *Competition and Consumer Act 2010 (Cth)* which applies as a law of the Commonwealth of Australia and which is incorporated into the law of each of Australia's states and territories.

Billing Agent means CityFitness Group Ltd, Private Bag 12002, Nelson or any other third party appointed by us to collect fees payable to us under this agreement, as notified to you in writing from time to time.

Club, us, our and **we** mean CityFitness Group Limited and its fitness and health facilities*. To avoid any misunderstanding, Club does not construe an association of like interests and no concept of equity participation is implied nor are any voting rights implied.

CPI means the Consumer Price Index (All Groups) as published by the Australian Bureau of Statistics (or any equivalent index in the event the Consumer Price Index (All Groups) ceases to exist).

Early Termination Fee has the meaning given to it in clause 9 of this agreement.

Member, you and your means the member named on your membership form*;

Membership Fees means the membership fees specified in your membership form and includes GST, if any;

Minimum Term means the minimum length of time you have committed to, for being a member in your membership form (if any); and

Payment Cycle means the frequency of payment of Membership Fees as specified on your membership form.

Upfront Fees has the meaning given to it in clause 10.

**any references in this agreement to a party include that party's successors and permitted assigns.*

- 26. Members under 18:** Members must be at least 14 years old to exercise at a CityFitness club. If you are under 18 years of age you must have your parent or legal guardian sign the below consent and indemnity before your membership will be accepted. If this is an on-line application, online acceptance by your parent or legal guardian will not suffice. You will need to come into the Club with your parent or legal guardian and have them sign the below consent and indemnity as part of the application process.

Parent/Legal Guardian: I am the parent/legal guardian of the Member. I have read this agreement and consent to the Member entering into this agreement. In consideration of the Club accepting the Member as a member, I accept responsibility for the obligations of the Member under this agreement (including payment of any fees payable under this agreement) and agree to indemnify the Club in relation to any liabilities of the Member under this agreement, if this agreement is not enforceable against the Member because of his or her age or lack of capacity, or if the Member does not have sufficient financial resources to cover his or her obligations under this agreement.

Signed: _____
(Parent/Guardian)

Name: _____

Address: _____

Phone Number: _____