



Terms and Conditions

USE OF THE CLUB

Your membership gives you the right to use the club facilities during our normal opening hours (5am – 10:30pm) on the terms of this agreement. It does not cover additional costs like special classes, personal training or nutrition consultations, which you must pay for separately.

FEES & PAYMENTS

You agree to pay all the payments that must be made during the initial (minimum) period membership. You cannot cancel your membership except as set out in these Terms and Conditions. After your initial period, payments will continue until you advise us of your cancellation of this agreement. (See “how to cancel below”). You must continue to pay even if you do not use the club. The membership rate quoted is a weekly rate (unless you have paid in full) and must be paid by direct debits which may be processed on or after the due date, not before. It is your responsibility to make sure there are sufficient funds in your account.

Payments are guaranteed not to increase during the initial period unless required by law. After the initial period the rate may be increased by Go360 giving you at least 30 days notice in writing which may be by email. If you do not wish to accept that increase you may cancel your membership but must do so by the first direct debit at the new rate.

When payments are missed due to insufficient funds, stripe will try to take the fund out of your account until successful.

Club rules and procedures: You must comply with club rules and procedures at all times while using the club. These rules and procedures are designed to allow all members to get the maximum benefit from their membership and to keep everyone in the club safe; these could also change from time to time. Copies are available at the front desk, in and around the gym or online. You must not carry out

any illegal acts on Club premises and you must comply with our health and safety requirements. You must also respect staff and other members by following these rules.

Termination by you: If you choose to terminate your contract within the Initial term we will need a minimum of 6 weeks notice. If you pay in full for 12 month membership then you will not be refunded if you decide to cancel.

Termination by us: We may terminate your membership immediately if you carry out any activity which is illegal, offensive, dangerous to other people or to you, if you act in serious breach of club rules, or if at any time four or more payments are overdue. If we terminate because of your actions, we will not be liable to you in any way.

HOW TO CANCEL

After the initial period you may cancel your membership by informing GO360 in writing which may be by email. Confirmation letters/emails /texts will be sent within seven days of receiving a cancellation request. Cancellation will take effect from your next direct debit date that is more than 3 working days after we receive your request. If you request to cancel your initial period earlier there will be cancellation fees.

Putting your membership on hold; During your initial period you are able to put your membership on hold (talk to staff about how long you would like to go away for and this will determine any fees that may need to be charged).

General

We may need to make changes to this membership agreement from time to time. We will give you one month's notice of any changes using email/text. Where we reasonably believe that a change will be detrimental to you (unless it is required by law) we will offer you the right to cancel the contract. You may have other rights under the Consumer Guarantees Act or other consumer law. It is your responsibility to use this club safely, to take care of your own health and to take care of your own property. Personal injury by accident in New Zealand is covered by the Accident Compensation Act.