

VIRGIN ACTIVE AUSTRALIA RECIPROCAL RIGHTS POLICY



YOUR GUIDE TO USING OTHER VIRGIN ACTIVE CLUBS

Using other clubs

Active Me members (non-discounted) can use all Virgin Active clubs in Australia free of charge. Active Me members can also visit our Virgin Active clubs in the United Kingdom, South Africa, Singapore, Thailand, Spain, Portugal and Italy for a total of up to 21 times every calendar year with the exception of Virgin Active Collection clubs such as Chiswick Riverside (United Kingdom), Melrose Arch (South Africa), Milan Corso Como (Italy), Captain Haya (Spain) or such other clubs as Virgin Active specify from time to time. For a full list of excluded clubs, please see your Home Club. Simply ask your smiley reception team at your Home Club to arrange a passport from your Home Club Manager and you are good to go.

Young at Heart and Student Starter members can visit other Virgin Active clubs in Australia by paying 50% of the Guest Fee applicable at that club when they visit. Check our price list (available at reception) for the applicable Guest Fee. Discounted membership types such as Young at Heart and Student Starter memberships are not permitted access to our overseas clubs as part of their membership entitlements.

Home and away (clubs)

The club that you join and pay your dues at is called your Home Club which is shown on your Membership Application Form. An Away Club is any other Virgin Active club that you may visit from time to time.

Virgin Active reviews Home and Away Club visits on a regular basis. Membership Dues differ from club to club so we ask that you use your Home Club more than an Away Club.

If you are using an Away Club more than your Home Club, our Customer Service Team will contact you and let you know that your Home Club will be transferred to the applicable Away Club with effect from the next direct debit date. From the next direct debit you will pay the Membership Dues of your new Home Club which may be more or less than those applicable at your initial Home Club.

A Transfer Fee applies to all Home Club transfers. Check out our price list (available at reception) for the applicable Transfer Fee. If you transfer to another Home Club within three months of your Membership Start Date and the current new Home Club Activation Fee is greater than the Activation Fee you paid, you must pay an Activation Fee adjustment. The adjustment amount is the difference between the applicable Activation Fees LESS the current Transfer Fee.

Changing home clubs

You can choose to change your Home Club to any other Virgin Active club in Australia.

To complete a Home Club transfer, simply pop into a club and fill in a Change of Circumstances Form at reception. The club must receive the Change of Circumstances Form at least 3 days prior to the start of the fortnightly billing period (i.e. close of business Sunday) from which you would like the change to be effective.

A Transfer Fee applies to all Home Club transfers. Check out our price list (available at reception) for the applicable Transfer Fee.

You must pay the Membership Dues applicable at the club that you transfer to from the date of transfer.

All undefined terms used in this policy are explained in the Membership Terms.

Virgin Active reserves the right to update this policy from time to time. Check with your Home Club reception for the current policy.