

MEMBERSHIP GUIDELINES

Club Usage

As a member, you have access to all Anytime Fitness Clubs worldwide, anytime, 24 hours a day using your access key fob. There is no limit to how often you can use the club! Be sure to secure your key fob at all times - There is an additional fee to replace lost or damaged keys.

Guest Policy

Training is better with a buddy! If you want to bring a guest along to the club, simply let the club staff know. Guests are welcome during staffed hours and require permission from the team beforehand.

Please remember that providing access to non-members without notifying the club can result in an automatic fee for each guest and may affect your membership. Stay on the safe side and let us know in advance.

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 remember to take all your personal 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 familiarize 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.

If not, the team will always be around to help during staffed hours.

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 18 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. Weve also got music playing through the club too so you can enjoy your workout to your favorite 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. With this in mind, smoking and vaping is not permitted in 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.

ABOUT YOUR MEMBERSHIP

You would have received a welcome email when you joined and emailed a copy of your Membership Agreement. If you have any questions, be sure to check with club staff.

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.

Membership Payments

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 freezing will be added to your minimum term.

Cancelling Your Membership

Your membership may be cancelled in accordance with your Membership Agreement. When cancelling your membership, simply pop into club or send a request in writing. Cancellation fees may apply and a 2-week (14-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 may need to transfer your membership to that club which may ave different fees.

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 using the club website, Facebook Page or telephone. Alternatively, come and see the team during staffed hours.