

# TERMS AND CONDITIONS

## for your Healthy Habits paid in full membership

Welcome to Anytime Fitness. This document explains what we both agreed to when we signed. It also explains how it works if you want to stop being a member.

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### 1. What am I agreeing to?

You're signing up to be a member of Anytime Fitness for a minimum term. That means you:

- agree to pay your fees in advance for the full minimum term (as you have specified)
- understand that no refunds are offered on a paid in full membership, except within the first 5 days of signing the agreement
- agree to our club rules and etiquette

The full club rules and etiquette are available in our membership guidelines available [here](#).

### 2. What does my membership give me?

You get an initial fitness consultation and then 24/7 access to our club equipment and facilities for your own personal fitness. You will immediately be able to access all Anytime Fitness clubs worldwide from day one of your membership!

Just remember, if you use another Anytime Fitness club more than your current one in any 60-day period or more, we will transfer your membership to that club which may have different fees.

The same applies if you use another club overseas though here you will need to cancel your NZ club membership and join that club (just see the team in your new club for more information).

### 3. Who can use my AF Access Pass and come into the club?

Just you. For security reasons, members are only allowed one type of access pass – A Physical access pass with a key fob or a digital access pass using a smartphone.

Please look after your AF Access Pass and don't let anyone else use it. If you lose your physical key fob, you can switch over to the digital AF Access Pass that can be found in the Anytime Fitness App. If you wish to replace your physical access pass you can purchase a new one in club.

If you want to bring someone else into the club, ask the manager. If you don't ask the manager, or you let someone else use your AF Access Pass, we can

cancel your membership immediately. It's not fair (or safe) to other members if you bring anyone else in without permission.

### 4. What if I just need a break?

We get that. You can pause your membership at any time. Just let the manager know in writing via email and we'll take care of it. But please remember, a maximum fee of \$5.00 per week may be needed to keep your membership on freeze and the shortest break you can take is 2 weeks, with any amount of time you have your membership paused getting added on to your minimum term.

### 5. What if I change my mind?

You can cancel your membership within 5 working days of receiving your membership agreement by popping into your home club or in writing via email.

If you cancel during your cooling off period, your membership will be cancelled and all initial fees refunded provided you have returned your physical keyfob (If applicable) or anything received during sign up.

### 6. What are the club rules?

The full club rules and etiquette are in our membership guidelines available at each club. The rules keep you and everyone else safe and happy. We promise to keep you safe by enforcing the rules. If you don't follow the rules we can cancel your membership immediately.

If you damage any equipment on purpose or because you're being careless, we can charge you for the damage. We don't cancel memberships without really serious reasons (like if we think your behavior is negligent, offensive, harmful, illegal, or in breach of our health and safety requirements). The club manager's decision is final.



## 7. Are staff available to help me?

We have staff in the club during the hours stated on the club website. We don't have staff in the club at all times. Please don't use any equipment you're not confident and familiar with – wait until you can be at the club when it's staffed, and get advice from a staff member.

Our staff and personal trainers aren't qualified to give medical advice. If you have health or injury concerns, please see a doctor.

It's your responsibility to use the club safely, to take care of your own health, and to take care of your own property.

## 8. Can you promise the club facilities will always be available?

Almost always! We do everything we can to make sure club facilities are available to you 24/7.

At busy times you might sometimes have to wait to use equipment. If building repairs or natural disasters (or something else we can't control) means the club has to close, we'll do our best to let you know.

If the problem's going to last more than 48 hours, we'll give you the option of using another Anytime Fitness club in the area, or we'll refund your membership fees for that time (with the exception of club closure for refurbishment / reinvention purposes).

Should we be forced to close the club due to a government mandate such as a Covid - 19 lockdown or any other enforced shutdown from a reputable government organization, we will place your payments and membership on pause as soon as is practically possible, for the length of the enforced shutdown, and then restart both membership and payments when instructed to reopen. Any lost time in your membership will be added onto the end of your term.

## 9. Will you change my fees or the terms of my membership?

No. We promise not to increase your fees (including maximum fees) during the initial term of this agreement unless you change clubs (see section 2) or we have to by law, like if GST gets increased.

## 10. Can I give my membership to someone else?

For sure. You can officially transfer your membership to someone we approve. The transfer costs a maximum of \$49.00. But that's a permanent thing – and you can't just let other people use your membership (or Access Pass!).

## 11. What if I want additional services?

If you want to sign up to additional services offered at the club (like a personal trainer, group training sessions or online coaching), you will need to;

- Pay any applicable fees for the additional services on top of your standard membership fees; and
- Agree to the terms and conditions that apply to the additional services. These may be set out in a separate agreement or provided to you for acceptance when you download an app or login to a website; and
- Acknowledge that some of the terms in this agreement may not apply to the additional services. For example, you may only be able to access your additional services in New Zealand or at your local club.

## 12. What are maximum fees?

Where a maximum fee is specified, we promise not to charge you more than the fee as shown until after the initial term of this agreement.

## 13. What will you do with my personal info?

We may collect information about you, including your personal information (as defined in the Privacy Act 2020), to assist in providing services to you, maintaining your account, and our enforcement of this membership agreement in any way.

To help us stay in touch so we can meet our side of this agreement, please tell a staff member if any of your contact details change. Your details may be held by the club, Anytime NZ Ltd and Anytime Fitness LLC. You can ask for a copy and make corrections at any time.

We promise not to pass on your details to any third party other than for credit checks, administration, payment processing, or debt collection or if we are required by law to do so or if an authorized request is made from a government department or law enforcement agency. We'll ask you if we want to use your details for marketing purposes.

Our Privacy Policy sets out the full details of how we collect, use, store and disclose information about you. You can view our full Privacy Policy at [anytimefitness.co.nz/privacy-policy](https://anytimefitness.co.nz/privacy-policy)