

# WILDER LIVING

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## Terms and Conditions

The undersigned (the “Member”), hereby indicates their desire to become a member of Wilder Living Movement, pursuant to the terms and conditions of this gym membership agreement.

The Member agrees to pay their membership fees via direct debit for the duration of the Membership commencing on the selected date or on the date of first attendance, whichever is the earliest.

## Payments

I, the Member, give permission for Wilder Living Movement to process payments via direct debit using the chosen payment method that I, the Member, have provided. I acknowledge that it is my responsibility to ensure that there are sufficient cleared funds in the nominated account before the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account. If there are insufficient funds available, any fees or charges for declined or failed payments will be charged to the Member’s account.

I acknowledge and agree that should my account fall into arrears, my account will be suspended and I will be unable to book into classes until the arrears are paid.

The Member agrees that:

- Failure to pay direct debits outlined in the membership agreement;
- And/or failure to pay the final balance of the early cancellation of the agreement

Will initiate the outstanding debt to be taken over by our collection service, Active Debt Recovery.

All fees associated with the debt recovery will be passed onto the member.

## Cancellations

Wilder Living Movement Cancellation Terms and Conditions are:

1. 14 days written notice is required by completing our cancellation form and emailing it to [kelly@wilderliving.com.au](mailto:kelly@wilderliving.com.au). The form can be requested via the same email address. The 14 day notice cannot be backdated.
2. Your membership payments will be cancelled at the end of the billing cycle, 14 days from the submission date of the cancellation form or on a future date you specify on the form.
3. If you decide to reactivate your membership in the future, Membership rates in effect at the time of reactivation will be applicable as membership rates are subject to change.
4. Payments scheduled within this 14 day period will continue to be processed as scheduled. All payments are non-refundable.
5. Receipt of a cancellation form will immediately terminate any Membership Holds currently in place. Membership payments will then continue to be processed until the end of the 14 day notice period or future date specified on the cancellation form.

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6. I, the Member, understand that my account with Wilder Living Movement must be in good standing prior to the acceptance of a cancellation request form.
7. Wilder Living Movement cancellation terms and conditions are subject to change at the discretion of Wilder Living Movement. Current and up to date terms and conditions will always be published on our website and available in our member app.
8. I, the Member, acknowledge that I have read and understand the Cancellation Terms and Conditions.

## Hold

Wilder Living Movement Holds Terms and Conditions are:

1. Holds must be for a minimum of 1 week and a maximum of 4 weeks each calendar year.
2. Hold periods of 1 week are free of charge.
3. Hold periods longer than 1 week will incur a \$5 per week holding fee.
4. Hold periods longer than 4 weeks (28 days) will only be accepted at the discretion of Wilder Living Management.
5. Membership Hold Requests must be submitted no less than 5 business days before your scheduled Hold start date. Membership Hold requests received later cannot be guaranteed to be processed before the forthcoming scheduled membership renewal payment. All membership payments are non-refundable.
6. Membership Hold requests cannot be backdated.
7. Membership Hold requests for 1 week periods cannot be requested for consecutive weeks.
8. Upon expiration of the requested hold period, your account will automatically reactivate and regular membership payments will resume. If you wish to extend for longer you will need to submit another form before the current one expires with the same conditions as above.
9. If you choose to cancel your membership during the Hold period, you are required to submit a cancellation request form which can be obtained by emailing [kelly@wilderliving.com.au](mailto:kelly@wilderliving.com.au). Cancellation terms and conditions then apply. Note, the submission of a cancellation form will immediately terminate any current membership Hold and fees will commence.
10. I, the Member, understand that my account with Wilder Living Movement must be in good standing prior to the acceptance of a Membership Hold request form.
11. The Hold Terms and Conditions are subject to change at the sole discretion of Wilder Living Movement and up to date Terms and Conditions will always be published on our website and in our member app.
12. I, the Member, acknowledge that I have read and understand the Hold Terms and Conditions.

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## Children and Pets

If you, the Member, decides to bring your child, a minor under your supervision, or pet to the facility, you accept all risks associated with the well-being of the child, minor or pet. Wilder Living Movement will take no responsibility for the well-being and safety of the child, minor or pet, not limited to injury or harm caused inside Wilder Living Movement.

Wilder Living Movement Children, Minors and Pets Terms and Conditions are:

1. You, the Member, are solely responsible for your child, minor or pet whilst at Wilder Living Movement.
2. There are to be no children on the gym floor whilst classes are running. Babies and toddlers in prams are allowed at your own risk.
3. Pets must remain on a lead at all times and be secured outside the back roller door. If your pet is distracting the class, you will be requested to move it away from the gym floor or take it home. You are solely responsible for cleaning up after your pet, including vacuuming up pet hair and mopping up spills and/or accidents.