



## MEMBERSHIP TERMS & CONDITIONS

### **Contract Duration**

No Contracts

A 48 hour cooling off period applies to all Memberships where you can cancel without the one month's notice period. Refunds will not be issued if you choose to cancel your membership within 48 hours.

### **Cancellation Policy:**

1 months written notice must be given if you wish to cancel your membership.

Written notice must be issued via email: - [memberships@wellwoodhealth.com](mailto:memberships@wellwoodhealth.com)

It is at the discretion of management to waive the one month's notice on our membership cancellation policy due to injury or illness.

### **Membership Fees:**

The client agrees to pay their membership fees from their nominated credit card or via a direct debit transaction. Fees can be paid weekly, fortnightly, monthly or quarterly only.

### **Membership Changes:**

Clients can move up and down membership tiers providing 1 months written notice has been given.

Written notice must be issued via email: - [memberships@wellwoodhealth.com](mailto:memberships@wellwoodhealth.com)

It is at the discretion of management to waive the one month's notice on our membership change policy due to injury or illness.

**Freezing Membership:**

Clients can freeze their membership providing 1 months written notice has been given.

Written notice must be issued via email: - [memberships@wellwoodhealth.com](mailto:memberships@wellwoodhealth.com)

The freeze is activated at the start of the next billing cycle and can be requested in weekly, fortnightly or monthly increments for up to 3 months.

Following the end of your requested freeze period, your auto-renew will automatically be reactivated.

It is at the discretion of management to waive the one month's notice on our membership freezing policy due to injury or illness.

**Fees:**

It is your responsibility to ensure there are sufficient funds available in your nominated bank account or credit card to cover the cost of your membership.

If a payment is declined for any reason, we reserve the right to process payment anytime where sufficient funds are available in the nominated bank account or credit card in order to settle any fees that are owed.

If an auto-debit is declined due to insufficient funds, our payment provider will charge for any failed transactions. This fee will be passed on to you approximately 7 days after the failed payment along with a \$10.00 administration charge.

We are in no way responsible for additional fees that you may incur from your bank in relation to processing payment of fees.

**Membership Deactivation:**

Wellwood Health has the authority to cancel your membership at any time if your account becomes in arrears.