

At Massage Club we are proud of the relationship we develop with our members. We do not believe in complicated contracts, and instead believe the relationship is simply defined in the terms & conditions outlined below:

Membership terms & conditions

1. Membership is a continuing Auto-Pay commitment, initially for a period of twelve (12) months at \$74.95 per month, where your membership then "auto-renews" and is a continuing relationship (the \$79.95 remedial rate is available if preferred). It is paid via Auto-Pay with EziDebit on a monthly basis, either on the first of the month, or the monthly anniversary of your joining date for online members
2. All massages consist of a 5-minute period for consultation and undressing prior to your massage and 5-minute period post your massage for redressing and discussing future treatment needs, a correct expectation "on the table" is for 50 minutes, 80 minutes & 110 minutes (1-hour, 1.5-hour & 2-hour)
3. The monthly member massage paid via Auto-Pay is only redeemable at the clinic where the member originally joined, however the membership price is available to a member at any Massage Club clinic
4. Members are asked to arrive at least 5-minutes prior to your scheduled appointment time and are entitled to utilise our chill-out room and complimentary tea bar
5. Any member account credit is redeemable for massage only and is not redeemable as cash. Unused account balance remains as a credit balance and may be used as credit against a purchase of a massage or in-clinic purchased gift card (balance cannot apply to online Gift Card purchases)
6. A member can relocate their membership Auto-Pay to another clinic. Any account credit needs to be redeemed at the original clinic. The same account credit can be used to purchase an in-clinic issued gift card which can be redeemed at any Massage Club clinic
7. Any update to a member's personal details are required to be advised by the member, including any change of residential address, email address or phone number or any change in their credit card or account information prior to the next Auto-Pay date (the 1st business day of each calendar month, or anniversary of their joining if an online member).
8. Massage Club members can update their details by selecting their clinic from www.massageclub.com.au, and then sign in using the MY INFO feature on their clinic sign in page, or alternatively can call or email their clinic where they are members
9. A member can roll forward their unused member massages for a period up to "three months" (90-days). If unable to use a massage that is due to expire as it is approaching expiry, a member can transfer that unused member massage to a third party. In the event the three month period passes, that massage then expires
10. At the end of the initial twelve (12) month term of membership, your monthly Auto-Pay will automatically renew on a month-to-month basis
11. A Family member is defined as any immediate family member living at the same location as the member. Photo ID or another form of identification is required upon redemption of a member massage using a Family Members membership. Consent for redemption of that massage must be provided by the original member
12. Massage Club is not responsible for lost or stolen articles or items
13. Massage Club reserves the right to change clinic rules, regulations, and pricing at any time upon reasonable notice, such reasonable notice is deemed to be a maximum period of three (3) months
14. All members agree to follow clinic rules and regulations including massage terms & conditions, and accept that the clinic has the right to refuse or discontinue membership to any member for any reason



- 15. The minimum age for a massage is 16yrs of age. If under 16yrs, but no younger than 14yrs, massage is consented only if written parental consent is provided
- 16. Massages will be provided under the age of 14yrs however attendance at the clinic by a parent or guardian is required, and it may be required that the parent or guardian be seated in the room whilst the minor is receiving his/her massage

Cancellation of appointments

- 17. You may cancel your appointment without charge prior to close of business on the "trading day" preceding your scheduled appointment
- 18. Same day cancellations will incur a late cancellation fee of \$40
- 19. Non-attendance or "no-show" results in forfeit of one prepaid massage, or equivalent charge if monthly prepaid massage has already been redeemed

Cancelling or Suspending a Massage Club Membership

- 20. There may be times you require "suspending" your membership due to planned travel or absence for longer periods of time or other personal circumstances. Such "suspension" is not to be unreasonably withheld for up to a period of three (3) months, and is conditional upon the Auto-Pay remaining set to resume at the end of the suspension period
- 21. In the event of cancellation of membership, any remain balance is not lost, and is retained as account balance merely applied to future massages or gift card purchases at the non-member rate
- 22. In the event a member requires immediate cancelling of their membership prior to the end of the initial twelve month (12) period, a commitment to pay for three (3) months membership applied. It is paid immediately and the member will be provided with gift card/s for three (3) massages
- 23. Notification of intent to cancel can be made by a client anytime after the initial twelve (12) month period, or earlier by mutual consent where the client provides three (3) months notice of their intention to cancel. The Auto-Pay continues to run for that period and the member price and benefit remain available for the same notification period
- 24. Any unused massage account credit at the end of the three (3) month cancellation notification period remains, and can then be redeemed at the non-member rate

Print Name of Member:

Signed Member:

Date:/...../.....

Membership No:

Clinic Name:

Team Member Signed:

Date:/...../.....

Team Member Name:

Admin: Entered & Scanned by:	Date:	Membership No#:
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