

# VIRGIN ACTIVE AUSTRALIA TOWEL AGREEMENT



Welcome to Virgin Active. Working out with us is even easier with fresh towels. Now there are no excuses.

This Agreement sets out the terms on which Virgin Active (Australia) Pty Ltd (“we” or “us”) will provide you with towels at Virgin Active Australia Health Clubs. It will last as long as you have a valid membership agreement or until you terminate this Agreement. This Agreement will be frozen if you freeze your membership. If you return early from freeze this agreement will re-activate the day you return. If you have any questions about this Agreement, please contact your Home Club Reception team.

## PAYMENT

You authorise us to vary your fortnightly membership dues payment authority to include your towel dues. Towel dues may vary from time to time. We will give you 14 days’ notice of any changes by emailing you or updating your member portal at virginactive.com.au.

## HOW DOES IT WORK?

- For \$5 per week (paid fortnightly), Members will be entitled to receive 1 towel per visit upon entry.
- Towels must be collected from reception. Your towel is to be returned to a towel drop bin after your workout.
- Towels are for use by the Member who enters this Agreement. Towels cannot be shared or given to other Members.
- If a towel is not returned, or is damaged, we will debit your account \$10 to cover the replacement cost of the towel.
- If you do not comply with this towel agreement Virgin Active may terminate this agreement.

## CANCELLATION POLICY

Let us know via email or in club at least 3 days before the next billing date (i.e. close of business Sunday before the billing date) to cancel your Agreement.

## COMPLIMENTARY TOWELS

Complimentary towel access is only available to members on the following membership types:

Membership	2 x towel	1 x towel	No towel
Legacy membership			X
Legacy membership with towel DD		X	
U23 membership			X
Home membership			X
Life membership		X	
Premium	X		
Collection	X		

## EXCLUSIONS

Complimentary towel access is not available to members on the following membership types: Vitality memberships. Members on Vitality memberships are not entitled to complimentary towel allocation; however, members may add a towel subscription during the term of their membership where available.

## TOWEL ALLOCATION

Towels are allocated per visit, not per day or per session. Allocation is strictly limited to the number specified per membership type. Additional towels may be purchased or added via a towel subscription where available.

## USAGE POLICY

Towels are for in-club use only. Members are required to return towels after use. Misuse or repeated non-return may result in removal of towel privileges.

## MEMBERSHIP CHANGES

Towel access is linked to the active membership type. Any downgrade or change in membership may result in removal or adjustment of towel access. Virgin Active reserves the right to update or amend towel policies in line with operational requirements.