

# VIRGIN ACTIVE SINGAPORE RECIPROCAL RIGHTS POLICY



## YOUR GUIDE TO USING OTHER VIRGIN ACTIVE CLUBS

### VIRGIN ACTIVE COLLECTION OR PREMIUM CLUB MEMBERS

Collection or Premium club members can use all Virgin Active clubs in Singapore free of charge.

Collection or Premium club members can also visit our Virgin Active clubs in Australia, Thailand, the United Kingdom (with the exclusion of the clubs located in Chiswick Riverside and Kensington), South Africa, Namibia, Botswana and Italy an unlimited number of times per calendar year, free of charge.

To visit other Virgin Active clubs, simply flash your Collection or Premium club membership card at the club for access.

### CORPORATE MEMBERS

Some corporate memberships are subject to restrictions on what clubs can be accessed. See your Home Club or your Membership Terms for any special terms and conditions that apply to your corporate membership.

### ESSENTIAL MEMBERS

Essential memberships can access any club in Singapore only. Essential members receive one included club visit per month. Additional visits can be purchased as casual visit bookings by paying the applicable Guest Fee.

### HOME AND AWAY CLUBS

The club that you join and pay your Membership Dues at is called your Home Club, as shown on your Membership Application Form. An Away Club is any other Virgin Active club that you may visit from time to time.

Virgin Active reviews Home and Away Club visits on a regular basis. Membership Dues differ from club to club so we ask that you use your Home Club more than an Away Club.

If you are using an Away Club more than your Home Club, our Customer Service Team will contact you and let you know that your Home Club will be transferred to the applicable Away Club with effect from the next direct debit date. You will then begin to pay the Membership Dues of your new Home Club which may be more or less than those applicable at your initial Home Club.

### CHANGING HOME CLUBS

You can choose to change your Home Club to any other Virgin Active club in Singapore.

To complete a Home Club transfer, simply pop into a Club and fill in a Change of Circumstances Form at the reception. The Club must receive the Change of Circumstances Form at least three days prior to the start of the fortnightly billing period (i.e. close of business Sunday) from which you would like the change to be effective. You must pay the Membership Dues applicable at the new Home Club that you transfer to from the date of transfer.

All undefined terms used in this Policy are explained in the Membership Terms. Virgin Active reserves the right to update this Policy from time to time. Check with your Home Club for the current Policy.