



Direct Debit 2024

JANUARY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
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28	29	30	31			

FEBRUARY						
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MARCH						
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APRIL						
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MAY						
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JUNE						
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JULY						
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AUGUST						
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SEPTEMBER						
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OCTOBER						
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NOVEMBER						
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DECEMBER						
S	M	T	W	T	F	S
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29	30	31				

Key to payment schedule

-  Direct debit date (the day we will debit your nominated account for your membership dues)
-  Deadline to submit any changes to, or cancel your membership before the next direct debit date

Direct debit dates

Our fortnightly billing cycle occurs every second Thursday (as indicated in 'red'). These are what we call our direct debit dates. Payments for your membership and any other dues will be deducted around this date, so please ensure your account is in order to avoid any booking restriction if your account goes into arrears.

Changes to your membership

If you'd like to make any changes to your membership or Personal Training such as freezing, upgrading or transferring your membership, please let us know by close of business on the Sunday before the direct debit date (indicated in 'black') that the change will come into effect.

Cancelling your membership

If you wish to cancel your membership with us, please inform your club or our Customer Experience Team by close of business on the Sunday before the direct debit date that you would like your cancellation to take effect.

For any further questions, you can reach our Smiley Customer Experience Team by calling us on **(65) 6911 0318** or sending an email to **WeCare@virginactive.com.sg**