



Group Exercise Membership Terms and Conditions

Welcome to BJC Health's Group Exercise Membership. We are looking forward to helping you achieve your fitness and health goals. Please take the time to read the following terms and conditions of utilizing this service.

Membership options:

1. Casual Visit (Pay as you go)

- 30minute Move Easy Group Session: \$20
- 60minute Move Strong Group Session: \$35

2. Group Credit (Upfront payment required)

Group Credit is an upfront payment of:

- \$198 (equivalent to 6 Move Strong Group Sessions)
- or
- \$495 + bonus \$33 free credit (equivalent to 16 Move Strong Group Sessions)

Each time you attend a Move Strong or Move Easy Group Session, it is deducted from your Group Credit. When all of your Credit has been used, you will be notified by reception that you are due for more Group Credit. A statement of your attended group sessions will also be provided upon request where you may be eligible to claim under your private health insurance. The price of each Group Session type is listed below.

Group Session Prices:

- 30minute Move Easy Group Session: \$18
- 60minute Move Strong Group Session: \$33

3. Unlimited sessions per week across all clinics at \$69 per week (direct debit)

BJC Health uses Ezypay for all direct debit payments. These payments are automatically debited on a fortnightly basis on a Monday which amount to \$138 (ie. \$69 x 2). Please note that payment by this method may not be accepted by private health insurers when attempting to claim a rebate. Please contact your private health insurer prior to joining to check if you are eligible for a rebate when paying for your supervised group exercise sessions by direct debit.

- **Initial Debit:**

Ezypay debits are processed every fortnight on a Monday. If you would like to attend the group sessions before your first scheduled debit date, please see the table below which outlines how you will be charged. Please note, these prices only affect your very first debit. Every debit thereafter will be \$138 + Transaction Fees.

EP Sessions Start Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
First Debit Amount	\$138 + Transaction Fees	\$195.50 + Transaction Fees	\$184 + Transaction Fees	\$172.50 + Transaction Fees	\$161 + Transaction Fees	\$149.50 + Transaction Fees

- **Ezypay Fees:**

The use of Ezypay incurs a series of fees. The following will apply:

- One off member set up fee charged at the first direct debit: \$2.20
- Ongoing fees: Bank Account per debit: \$0.88
 Visa/Mastercard per debit: 2.20%
 Amex/Diners per debit: 4.40%
- Quarterly Admin Fee(only charged if a direct debit has occurred within the quarter): \$3
- Failed Payment fee due to insufficient funds: \$8.90

Your entitlements:

- All groups will be supervised by an ESSA Accredited Exercise Physiologist
- You will be provided with specific and progressive exercise prescription unique to your current status and goals
- Groups will have a maximum of 8 persons to ensure you receive the highest quality care and instruction. Groups with 2 Exercise Physiologist have a maximum of 10 persons.

Your obligations:

- BJC Health requires that all patrons have an assessment with an Exercise Physiologist prior to becoming a member.
- When attending group sessions, we ask that you behave in a manner which ensures all patrons and staff are treated with respect at all times.
- Please ensure you dress appropriately and attend each session with a towel and a drink bottle.
- All group sessions are subject to limited availability and we encourage booking in advance to ensure your specific time slot. It is **YOUR** responsibility to book your time slot for the sessions you wish to attend. You are allowed to book 1 month in advance. Repeated failure to attend sessions you have booked may result in your membership being cancelled.
- All members will also need to notify reception of non-attendance at least 24 hours prior to attendance. For those members who have purchased group credit, please note that if appropriate notification is not given, BJC Health reserves the right to use one of your pre-paid sessions for non-attendance.
- All completed Ezy pay direct debit forms must be returned to reception prior to your first group session. If you decide to sign up to Ezy pay Online, completion of the sign-up process must be finalised prior to your first group session. (Note: please refer to the handout "Ezy pay Online Sign Up" with steps on how to sign-up online).

Termination/Holding of Membership under Ezy pay:

- It is your responsibility to inform BJC Health staff when you wish to cancel your direct debit. There is no minimum contract term and you may place on hold/terminate your membership for any reason. Two Business days notice prior to your next scheduled payment is required and it must be submitted in writing via email to accounts@bjchealth.com.au
- Memberships may be placed on hold if you are intending to go on holiday or be away from the clinic for more than one week (Please note that we are only able to pause direct debits in weekly blocks, from Monday to Friday). Please email accounts@bjchealth.com.au with at least one week's notice of this occurring, with the dates that you will be away.
For example: Jane was going away on holiday for 1 week. She emailed accounts@bjchealth.com.au on Friday the 12/1/18 saying that she would be away from Monday the 22/1/18 until Sunday the 28/1/18 and will attend her first Group session back on Monday the 29/1/18. Her Ezy pay Direct Debits were paused in time for the period that she was away.