

TERMS AND CONDITIONS - As of 13th Nov 2023

1. HOME STUDIO: Your Home Studio is the TotalFusion studio that you initially joined. Home club membership only allows you access to your home club. All Foundation memberships are Home Club only. Memberships for All Studios access are available upon application and will be at an additional cost.

2. MEMBERSHIP ENTITLEMENTS:

Membership at TotalFusion entitles you to:

- Participate in normally scheduled classes for a maximum of 3 classes per day, subject to any restrictions in your membership type relating to club access. However please note additional fees may apply for specific programs or challenges including, but not limited to; Recovery/wellness centre access, private sessions and small group training.
- Where applicable, use of exercise equipment located on the gym floor and cardiovascular training areas.
- There are variations in the facilities and services provided at different TotalFusion clubs and your specific membership will dictate your inclusions. Please refer to your contract or speak to the club directly, should you wish for a copy of your access.
- TotalFusion instructors and team reserve the right to refuse entry for anyone joining a class, small group activity or activity late after a point that it is deemed unsafe or disruptive for that class.

TotalFusion reserves the right to make changes to:

- exercise equipment supplied in any of its clubs at any time
- the studio timetable at any time (i.e. alter class type, times and instructors).
- processes and/ or policies including but not limited to bookings
- inclusions within membership

See more under policy 17.

3. MEMBER'S RIGHT TO CANCEL:

You may cancel your membership after completing the minimum term stated in your contract by providing a paid and active 30 days notice. You may set your membership to finish at the end of your minimum term by providing notice of intent at least 30 days prior to the end of your contract. All payments that fall within the 30 days notice period must be finalised in full and if you do not give notice in writing to your home studio your membership will continue on a month-to-month basis after your minimum term has elapsed until such time written notice is given. For the purposes of any requirements in this agreement, TotalFusion will accept notification from the membership owner by contacting in writing to the home studio. You must pay all membership fees up until notice of cancellation and for the notice period even if you do not use the studio before/after providing notice of cancellation. You shall not consider that your membership agreement has been terminated until such time as this is confirmed in writing to you by TotalFusion.

4. OTHER WAYS THAT A MEMBERSHIP CAN END:

You may also cancel a membership where: TotalFusion makes changes to this agreement that adversely affects you; you become entitled to do so under consumer legislation; you become subject to medical incapacity; you relocate where there is no TotalFusion studio within a 20km radius or transferring your membership to a non-member, other studio or simply wish to cancel for any other reason. These may be subject to cancellation fees and notice periods.

a. YOU CAN CANCEL FOR MEDICAL REASONS:

You can cancel within your minimum term due to medical reasons by requesting in writing to your home studio and providing a medical certificate stating you cannot exercise for the remainder of the Minimum Term due to an illness or a physical incapacity. This is subject to TotalFusion's reasonable satisfaction and in that event you will only be charged a paid/active 30 day notice period, \$75 medical cancellation fee, the administration fee, membership fees for the time you have been a member and any outstanding fees for other services already supplied to you.

b. YOU CAN CANCEL WITH PROOF OF RELOCATION REASONS:

You can cancel your membership within your minimum term by telling us in writing to your home studio if you move away from the area and the closest TotalFusion is not within a 20km radius. You must produce supporting documentation to our reasonable satisfaction and in that event you will only be charged a paid/active 30 day notice period, \$150 relocation cancellation fee, the administration fee, membership fees for the time you have been a member and any outstanding fees for other services already supplied to you.

c. TRANSFER MEMBERSHIP TO ANOTHER PERSON:

Membership transfers do not apply to any of our 6-month memberships (6 months is equivalent to 13 fortnightly payments) or 3-month memberships (equivalent to 6 fortnightly payments). The following applies to 12 and 18-month agreements only; TotalFusion will consider any request to transfer your membership and may agree to the transfer at our reasonable choosing subject to the satisfaction of reasonable eligibility conditions eg. Membership must have more than 3 months remaining on the minimum term period, can only be transferred once and will be at the current price point TF offers for that particular membership. TotalFusion will not charge you a cancellation fee if TotalFusion agrees to a transfer to someone who is not currently a member and they have paid our standard administration fee of \$99. If the membership is being transferred to a past TotalFusion member it is non-transferable until they have been a non-member for at least 3 months.

d. TRANSFERRING A PRE-PAID MEMBERSHIP TO ANOTHER PERSON:

TotalFusion may agree to transfer your pre-paid membership to another person as a non-refundable gift. It is the requirement of the transferor to organise the transfer and TotalFusion will supply all remaining balance information to the transferee. The membership must have more than 3 months remaining on the minimum term period and can only be transferred once. Our standard administration fee of \$99 is applicable and if the membership is being transferred to a past TotalFusion member, it is non-transferable until they have been a non-member for at least 3 months.

e. TRANSFER MEMBERSHIP TO ANOTHER TOTALFUSION STUDIO:

TotalFusion will consider any request to transfer your membership to another TotalFusion studio and may agree to the transfer at our reasonable choosing subject to the satisfaction of reasonable eligibility conditions eg. proof of relocation closer to another TotalFusion studio. TotalFusion will not charge you a cancellation fee if TotalFusion agrees to a transfer of your membership to another TotalFusion studio and all transfers approved will require a \$99 administration fee and be subject to that particular studio's current price points and minimum term periods.

f. IF YOUR MEMBERSHIP IS NO LONGER CONVENIENT:

You can request to end your membership during the Minimum Term in writing to your home studio. TotalFusion understands that circumstances change and in any case that your membership ends during the minimum term under this paragraph, you will be liable for the administration fee, membership fees for the time you were a member, any outstanding fees for other services already supplied to you a paid/active 30 days notice period and a cancellation fee for Minimum Term. The cancellation fee applied will be calculated at 50% of the fees remaining after completion of the 30 days notice.

g. WHEN CAN TOTALFUSION END YOUR MEMBERSHIP:

TotalFusion reserves the right to terminate this membership agreement in any of the following circumstances:

You fail to abide by any reasonable conditions of entry subject to TotalFusion's satisfaction.

You fail to abide by the obligations listed in this agreement.

If TotalFusion reasonably believes that you have engaged in inappropriate conduct.

The temporary or permanent closure of the club where a suitable replacement club is not available for the membership to transfer.

Prior to the commencement date should the business deem necessary.

To protect the health and safety of you or other members.

5. SPECIAL CONDITIONS:

If there are special conditions or benefits relating to your membership type, these will be attached to your membership agreement. If your membership entitles you to Free Time, you will not be charged your weekly fees for use of the club during the specified period of Free Time. This free time sits outside the minimum term and does not reduce the payments to settle the membership.

6. MINIMUM TERM:

For Minimum Term memberships (Fusion, Total Fusion, Platinum, Diamond), this period is the period specified in the membership plan. 18 months is equivalent to 39 fortnightly payments (where applicable) 12 months is equivalent to 26 fortnightly payments, 6 months is equivalent to 13 fortnightly payments. 3 months is equivalent to 6 fortnightly payments. All memberships are subject to administration and joining fees unless otherwise specified in the contract.

7. ADD ONS and SECONDARY MEMBERSHIPS

Add-ons and Secondary Memberships (Wellness Add ons) are month to month additions to minimum term memberships. All add-ons and secondary memberships have a minimum term of 2 fortnightly payments and require a 30-day active and paid notice to cancel. Add-ons and secondary memberships may be frozen on a complimentary basis in line with active minimum term memberships and subject to freeze limits per annum. Speak to your home studio for your freeze entitlements.

8. MINIMUM TERM and SECONDARY MEMBERSHIPS:

This agreement is a legally binding obligation for which you are financially responsible. You agree that, if you fail to pay when a payment is due, you must immediately pay the amount owing. All memberships are ongoing agreements.

9. PRE-PAID MEMBERSHIP:

You understand that account/credit card details and photo ID must be provided as a security when pre-paying for a membership. The early cancellation fee for this membership is 50% of the fees that have been paid after a 30 day paid/active notice period is given. All refunds will be by direct deposit into the nominated account – there are no cash refunds.

10. COOLING OFF PERIOD:

- a. Foundation Memberships (New Studio) - The cooling off period ends at Close of Business Seven (7) consecutive days after the studio officially opens.
- b. Normal Trade (Operational Studios) A 48 hours cool-off applies for all memberships. This period starts on the date you signed for your membership and within that time you may have an opportunity to cancel. You will need to let TotalFusion know in writing within the cooling-off period to do so. TotalFusion will charge an administration fee of \$99 or 10% (whichever is lesser) of fees still to be paid and fair amounts for fitness services TotalFusion have already provided if you exercised your right to cancel within the cooling-off period. Any refund of membership will be by direct deposit into a nominated account – there are no cash refunds.

11. MEMBERSHIP FREEZE.

You have the right to freeze your membership for up to three months annually, during which time you will be charged \$20 per fortnight instead of your standard membership fees. If you elect to freeze your membership, you cannot cancel your membership during the "freeze" period and all membership freezes do not count towards the minimum term period. Freeze limits per annum apply. Speak to your home studio for your freeze entitlements. All freezes include access to TF virtual membership.

12. OVERDUE FEES AND REVOCATION OF MEMBERSHIP ENTITLEMENTS: Membership fees are debited on a fortnightly basis from the start date of the agreement. Should a membership fall into arrears TotalFusion has the right to recover that debt before the next scheduled fortnightly debit unless otherwise paid at the home studio. TotalFusion has the right to revoke access to any member that falls into arrears.

13. MEMBERSHIP FEE INCREASE:

After your minimum term has expired your membership fees may be subject to a yearly minimum of CPI (Consumer Price Index) You will be given a minimum notice of 2 weeks prior to any change.

14. MEMBERSHIP LATE CANCEL FEES:

TotalFusion reserves the right to charge a late cancellation or no show fee for any class of TotalFusion's choosing. This will be charged at \$20 per occasion on top of membership fees two (2) business days after late cancellation/no show. TotalFusion will notify you in writing of the charge with the date and time of class. The cut off for early cancellation of a class is Six (6) hours and TotalFusion will only charge this amount should the class be deemed 'in high demand' or have 'limited spaces'.

15. PHYSICAL CONDITION AND NO MEDICAL ADVICE:

You represent that you are in good physical condition and have no undisclosed medical reason or impairment that might prevent you from your intended use of the facilities. You acknowledge that you have been informed by the Studio that you have no contraindications to exercise. You understand and acknowledge that the Owner and TotalFusion Pty Ltd will not, and cannot, provide you with any medical advice. If you have any health or medical concerns now or after you join the studio, you will discuss them with your doctor before participating in our classes. Heated exercise is not recommended for pregnant women, children, the elderly, haemophiliacs or anyone who is predisposed to bleeding or impaired sweating. You must advise the Studio Owner or TotalFusion of any situation that alters any previous disclosure that you have made in relation to your health and your use of the facilities.

16. DAMAGED, LOST OR STOLEN PROPERTY.

You are solely responsible for any damage that you may cause to TotalFusion, its facilities, services, products or equipment if such damage is caused by a wilful act and/or negligence. While all care is taken the owner and TotalFusion are not responsible for any of your personal property that is damaged, lost or stolen while in or around the studio location

17. USE OF OTHER TOTALFUSION STUDIOS.

Your home membership allows you access to your home studio only. You can choose to have an all studio access membership and in this event you will have access to our other locations. Your home club will remain the same. TotalFusion All Club Access memberships cover access to all studios open and running at the time of signing up. Upgrade costs/charges may be applicable to access new studios opening in the future.

Your membership only applies to the facilities that are available to you upon signup. Any additional service/ extension on the facilities at your studio site may incur upgrade costs for use.

18. WELLNESS & RECOVERY FACILITIES AND DISCLAIMER

As an inclusion to our Wellness & Recovery memberships, you will be provided access to our pools, infrared saunas and recovery tools. These facilities are monitored but are not staffed 100% of the time so you hereby agree to use these facilities in a safe manner that does not put yourself or other patrons in danger. This includes not using any facilities while under the influence of drugs or alcohol. Although these facilities present a low risk of injury, safe and appropriate use of the facilities is paramount. You agree to use these facilities safely and appropriately and declare any medical conditions that you may have which may be a risk to using these facilities. Failure to declare underlying

medical conditions to our staff waives TotalFusion of any liability due to injury or fatality. If you are unsure about the safe use of any equipment our staff is available full time to answer any questions and provide instruction on safe use. You also agree to wear appropriate swimwear at all times when using the wet facilities. You agree that absolutely no glass may be brought into our wellness areas.

19. ASSUMPTION OF RISK OF INJURY AND WAIVER OF CLAIMS.

You assume all risks of injury and waive all rights to pursue money damages or any other relief of any kind as a result of anything occurring at or near the Studio location or any other TotalFusion location. In the event that you are injured while on TotalFusion property or during a TotalFusion-sponsored event, you will hold harmless the Studio Owner, TotalFusion and all of their owners, employees, agents, successors and assigns from all claims of any sort for damages or for other relief, including but not limited to claims for contribution. You acknowledge there is possible danger connected with any physical activity (including the dangers of physical injury and death) and knowingly and voluntarily waive your right to make a legal or equitable claim of any sort against the Owner or TotalFusion. and all of their owners, employees, agents, successors and assigns from all claims of any sort for damages or for other relief, including but not limited to claims for contribution. This assumption of risk and waiver of liability applies to your family members, successors, heirs and assigns.

20. DISCLOSURE OF YOUR PHYSICAL CONDITION.

The provision of a safe and effective exercise program is dependent upon accurate health and fitness profiling. You agree to disclose to TotalFusion all relevant personal health and fitness information both prior to and during engagement in any exercise program, service or facility TotalFusion provide to you, as a part of your membership. This is inclusive of any health risk assessment, initial and periodic fitness assessment and relevant information or recommendations provided by your medical or allied health practitioner/s. You further warrant and represent that you will not use TotalFusion facilities, services or products whilst you are suffering from any infections or contagious illness, disease or other ailment or whilst you are suffering from any physical ailment such as open cuts or sores or minor infections where there is a risk, however small, to other members and guests.

21. MINIMUM AGE:

To become a club member at TotalFusion, individuals must meet the following age requirements:

General Membership:

- The minimum age for general club membership is 14 years.

Beyond and Wellness Recovery Memberships:

- Beyond and Wellness Recovery memberships are available only for individuals aged 16 years and older.

Membership for Minors:

- All minors under the age of 18 must have a parent or guardian co-sign the membership agreement and acknowledge the indemnity waiver.

Restrictions for Minors under 16 years:

Minors aged under 16 must adhere to the following restrictions:

- Access to the club is allowed only when supervised by a parent or guardian.
- Both the parent or guardian and the child must complete the member health form.
- Restricted access to our Beyond wellness recovery spaces.

Please note that the above policy ensures the safety and compliance of all members, and it is designed to create a positive experience for all individuals involved.

22. PERSONAL EMAIL ADDRESS:

You must provide your personal email address as a primary contact method and in order to activate or access certain TotalFusion Products or services. You also will receive occasional emails from TotalFusion updating you on your membership benefits. However, you will always have the option to opt-out from receiving these updates by replying and requesting to be unsubscribed.

23. PRIVACY STATEMENT, THE TOTALFUSION PRIVACY POLICY:

From when a member applies for membership, TotalFusion will have access to personal information about them, such as information relating to their health and nuances. TotalFusion will protect this information and only use, disclose or deal with this information in accordance with its Privacy Policy. The latest version of the Privacy Policy is available on our website. Video monitoring: TotalFusion may use video monitoring in our facilities for health, safety and security reasons. If you have any queries in relation to the use of monitors operating in and around our facilities please contact TotalFusion.

24. PROMOTIONS

TotalFusion Australia may conduct promotional offers that are only redeemable in line with the defined promotional period. These promotions are non-transferable and are only applicable to the specified location, facilities, and offerings outlined in the promotion.

25. PLEASE KEEP CONTACT DETAILS UP TO DATE:

You must tell TotalFusion promptly if you change your address, phone number, email, bank account, credit card information for payment or if there is a change to any other personal information relevant to your membership with TotalFusion. This includes any matters that affect the health or safety of yourself or others.

26. IN-STUDIO FILMING, PHOTOGRAPHY & CCTV

Occasionally, whether it be for an event or promotional reasons, TotalFusion may ask for your permission to film in class with the intention to republish photos online and/or for external print purposes. Unless you otherwise state to the cameraman or instructor on the day of shooting that you do not want to be filmed, you broadly consent to the use of your images by TotalFusion, this includes in-studio, online and external marketing purposes.

You acknowledge and understand that Closed Circuit Television and Facial Recognition Software may be used around the club for safety and security purposes only.

Members are not permitted to bring Tripod stands for content recording purposes into TotalFusion facilities without prior consent from management.

27. CRECHE

When using TotalFusion's childminding creche, you give permission for TotalFusion management and staff of this centre to obtain emergency medical attention or ambulance service at any time that they think may be necessary. You must ensure that your child is brought into the centre by the parent /carer only and that the person signing the child in is the same person who collects the child.

You understand that you must remain in the TotalFusion facility whilst your child is in child minding.

You understand that a member of staff must be notified on arrival and the sign in book is signed on arrival and departure.

You agree to pay the designated fee for the childminding service and notify TotalFusion when cancelling a booking. You agree to keep your child from the facility when he / she may be suffering from any sickness including, infectious or contagious illnesses, and to comply immediately with any request by the supervisor to remove my child from the club, if in their opinion my child is too ill to remain in the facility.

You agree to refrain from bringing nuts into the childminding facility to avoid potential danger to those with allergies.

You acknowledge and voluntarily waive any claim or cause of action against TotalFusion and its employees for liability, damages and expenses in respect of any injury, accident or illness which your child may suffer while attending the club.

You understand that the service being provided is an Adjunct care service as defined in Schedule 1 of the Queensland Education and Care Services Act 2013 (ECS Act). This service is only provided to a child in conjunction with a meeting, function or other activity involving a relative or guardian of the child. This care will be delivered on the premises in which the meeting, function or other activity is taking place and for not more than three hours on each occasion the care is provided.

27. ALTITUDE TRAINING

You understand that you are required to sign a waiver before entering TotalFusion's Altitude Training facilities.

28. DDR AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with Payrix Australia and the Business. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form

I/We hereby authorize Payrix Australia Pty Ltd (ABN: 63 135 196 397) Direct Debit User ID 382220 to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (herein referred to as the Business)

I/We acknowledge that Payrix Australia is acting as a Direct Debit Agent for the Business and that Payrix Australia does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I/We acknowledge that Payrix Australia and the Business will keep any information (including account details) contained in the Direct Debit Request confidential. Payrix Australia and the Business will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

I/We acknowledge that the debit amount will be debited from my/our account according to the Direct Debit Request, this Agreement and the terms and conditions of the agreement with the Business.

I/We acknowledge that bank account details have been verified against a recent bank statement to ensure accuracy of the details provided. If uncertain you should contact your financial institution.

I/We acknowledge that it is my/our responsibility to ensure that there is sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight; however transactions can take up to three (3) business days depending on your financial institution. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has

been debited from the account and that if there are insufficient funds available, I/We agree that Payrix Australia will not be held responsible for any fees and charges that may be charged by your financial institution.

I/We Acknowledge that there may be a delay in processing if:

- 1) There is a public or bank holiday on the day, or any day after the debit date
- 2) A payment request is received by Payrix Australia on a day that is not a Banking Business Day
- 3) A payment request is received after normal operational hours, being 2.30pm Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise the Business to vary the amount of the payments from time to time as provided for within the Business agreement. I/We authorise Payrix Australia to vary the amount of the payments upon instructions from the Business.

I/We do not require Payrix Australia to notify me/us of such variations to the debit amount.

I/We acknowledge that the total amount billed will be for the specified period for this and/or subsequent agreements and/or amendments.

I/We acknowledge that the Business is to provide 14 days notice if proposing to vary the terms of the debit arrangements.

I/We acknowledge that variations to the debit arrangement will be directed to the Business.

I/We acknowledge that any request to stop or cancel the debit arrangement will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business. If no resolution is forthcoming you are advised to contact your financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, I/We will be responsible for any fees and charges for each unsuccessful debit in addition to any financial institution charges and collection fees, including and not limited to any solicitor fees and collection agent fees appointed by Payrix Australia.

I/We authorise Payrix Australia to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that if specified by the Business, a setup, variation, dishonour, SMS or processing fees may apply as instructed by the Business.

I/We authorise:

- 1) The Debit User to verify details of my/our account with my/our financial institution
- 2) The Financial Institution to release information allowing the Debit User to verify my/our account details.

Payrix Australia Pty Ltd
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