

# Membership Terms and Conditions:

## Payment and Subscription:

1. Direct debit payments will be debited from your bank account or credit card every fortnight for the duration of the Membership. Amount debited will be determined by your chosen Membership package – see Direct Debit terms from page 2 of this document.
2. Upfront Memberships can be settled by cash, credit card or EFTPOS payment.
3. Upfront Membership may be purchased in person at O'Brien Group Arena or over the phone.
4. Direct debit Memberships may be purchased in person at O'Brien Group Arena or over the phone. An initial payment will be debited from your account to cover the first payment.

## Membership Periods:

5. Blue and Bronze Memberships are valid for the duration of twelve (12) months.
6. Blue Memberships are only available to new Members and only one Membership can be purchased in the twelve (12) month period. Blue Memberships are not renewable at any point.
7. Bronze Memberships are renewable after each 12 month period.
8. Silver, Gold and Black Memberships are valid for the duration of six (6) months. They are renewable after each 6 month period.

## Membership Entitlements:

9. Benefits and discounts are only available upon the presentation of a valid Membership card.
10. Membership cards and their benefits are non transferable and are only valid for the card holder.
11. Your Membership does not give you priority over other users or guarantee the availability of facilities.
12. Standard skate hire is included in Blue and Bronze Memberships. Skate upgrades, skate aids and skating lessons are an additional cost.
13. Skate hire, skating lessons and hire equipment are excluded in Silver, Gold and Black Memberships. These items can be purchased at an additional cost in person at the Arena
14. The primary Membership cardholder is responsible for ensuring the details of their O'Brien Group Arena Membership profile are correct at all times.
15. Each Membership includes three (3) x bring a friend for free vouchers to use over the 12 month Membership. Members' friends cannot be an existing O'Brien Group Arena Member. Only one voucher can be redeemed at any one time. You must accompany your friend on their visit. Friend must be of equal or lesser value (i.e. a child cannot bring an adult friend). Skate hire is an additional \$5, if required.
16. Silver Memberships include unlimited mid-week skating and is not valid during school holidays or public holidays.
17. Bronze Membership discount vouchers are only valid for skating mid-week sessions, excluding weekends, school and public holidays.
18. Unlimited skating in the Silver, Gold and Black Memberships applies to all public sessions as outlined on our website [www.obriengrouparena.com.au](http://www.obriengrouparena.com.au). Sessions are subject to change without notice.
19. Bring a friend for free vouchers included in all Memberships may be used during the same sessions as that of the Membership holder, public sessions only. These vouchers are valid for the duration of the Membership.
20. All email correspondence will be subject to receipt of correct email address and acceptance to receive email correspondence.
21. Bronze Membership Hockey Academy, Skate School or Learn to Speed Skate (LTSS) discount is valid for new students that have not previously participated in an O'Brien Group Arena program. This

discount is only valid once per member. Discounts must be organised through the Membership Manager ([memberships@obriengrouparena.com.au](mailto:memberships@obriengrouparena.com.au) or 8631 3902).

22. Bronze Membership free coaching session is valid for new students that have not previously participated in an O'Brien Group Arena program. Sessions are limited to selected times and dates. Sessions must be organised through the Membership Manager ([memberships@obriengrouparena.com.au](mailto:memberships@obriengrouparena.com.au) or 8631 3902).
23. Gold and Black Membership Free Hockey Academy or Skate School term can be redeemed after the purchase of your first term. This offer is valid for new students that have not previously participated in an O'Brien Group Arena program.
24. Freestyle Upgrade allows Gold or Black Members access to any freestyle sessions for no additional charge for any session. Sign in sheets still apply to members.
25. Stick & Puck/Drop In Hockey upgrade allows Silver Members access to ten (10) x sessions free of charge. These sessions can only be used in the six month Membership period. Rollovers will be offered to those continuing their membership, on request. Silver, Gold and Black Members are able to add these passes to their Membership at a cost of \$180 for ten (10) sessions.
26. Black Memberships include a gym Membership for the six month Membership duration. A separate FOB pass will be allocated to you for access to the gym. Gym terms and conditions also apply for this Membership. Loss of FOB pass will incur a replacement fee of \$20.00.
27. Blue Membership booster packs are available for purchase within the duration of the membership. They will expire at the end of the 12 month Membership period. Any passes remaining will expire, not extensions are valid. Booster packs are valid for 5 visits for the member only, no bring a friend vouchers are included. Adults are \$100 and children are \$80. These will be valid for the remaining time on your Membership, no extensions are valid.
28. Blue Family passes: each family member will be issued with their own Membership card. Family Member additions can only be applied at the time of the initial sale, no additions can be made after this time at the discounted rate. Age requirements are as follows:
  - a) Child: 3-14 years
  - b) Adult: 15+ years

#### Your Membership Card:

The access card is O'Brien Group Arena's property. You cannot lend your card or allow anyone else to use it. If you lose or damage your card, we will charge you \$10.00 for the replacement. If you visit the Arena without a valid access card or photo identification, we may refuse you entry. **Memberships may be revoked at anytime at the discretion of management.**

#### Direct Debiting Terms:

O'Brien Group Arena offers payment of Membership fees through instalments via direct debit from your bank account or credit card for Silver, Gold, Gold Freestyle, Black and Black Freestyle Memberships. Should you select to pay your Membership by subscription, payments will automatically debit from your account regularly.

Direct debits will be debited from your nominated account every fortnight on the same day, i.e. if registration was on a Wednesday, fortnightly payments will be debited every second Wednesday. An initial payment will be taken on the date your Membership is purchased.

Please note that:

- Debit dates are pre-set for all Members
- If a direct debit date falls on a weekend or public holiday, we will debit your account on the next business day
- Debits might take up to five (5) days to come out of your account

Please ensure that:

- Your account can accept direct debits (your financial institution can confirm this)
- There is enough money in your account on the day prior, the day of payment and the next five (5) days
- You tell us if you are transferring or closing your account, at least 48 hours before your next direct debit
- You tell us about any changes to your credit card, such as its expiry date or number, at least 48 hours before your next direct debit

Direct Debiting is arranged through EziDebit and the following fees are associated with this service:

- Initial set up fee of \$2.20 per Membership
- Fortnightly fees attached to each payment of either:
  - o Fee of \$0.88 per bank withdrawal OR
  - o Fee of 2.2% of the debit amount for credit/debit card withdrawals

Dishonoured Payments:

If a payment is dishonoured due to insufficient funds our staff will contact you to either reschedule the payment, take payment over the phone or arrange a time for you to come in and make payment. EziDebit will charge you a fee of \$14.80 for all dishonoured payments, this is separate to Arena payments and goes directly to EziDebit.

**Your card will be disabled from access to the Arena until you are financial.**

Cancelling Your Membership:

Cancellation of Memberships will be assessed on an individual basis based on medical certificates and supporting documents. Please speak to the Memberships Manager on [memberships@obriengrouparena.com.au](mailto:memberships@obriengrouparena.com.au) or 8631 3902 for more details. **Memberships are not transferable.**

Freezing Membership Payments:

Time freezes on Memberships will be assessed on an individual basis based on medical certificates and supporting documents. Please speak to the Memberships Manager on [memberships@obriengrouparena.com.au](mailto:memberships@obriengrouparena.com.au) or 8631 3902 for more details.

Legal Document:

If you wish to view our full legal document, please visit the front desk at O'Brien Group Arena and we would be more than happy to share this document with you. Alternatively it is available on our website.

Arena Rules:

Membership holders must adhere to the conditions of entry and regulations of the arena.

Junior Members:

If you are under the age of 12 years old your parent or guardian must sign this agreement on your behalf. By signing this agreement your parent or guardian agrees to be responsible for your behaviour and actions at all times and to pay any amounts that are due on your behalf.

Agreement:

**Do not sign below until you have read these terms and conditions. If there is anything you do not understand please ask us for further clarification before you sign.**

If you are under the age of 12, a parent/guardian will need to sign below to consent to you becoming an O'Brien Group Arena Member. Such parent/guardian will be responsible for your obligations under the Terms and Conditions and must sign below to indicate acceptance on your behalf and to accept responsibility for your performance, acts or omissions if you should fail to comply with the Terms and Conditions. In particular, the parent/guardian will be responsible for paying all outstanding payments under your Membership.

Member: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Guardian: \_\_\_\_\_

Signed (Parent/Guardian): \_\_\_\_\_

Date: \_\_\_\_\_

**Office Use Only:**

O'Brien Group Arena Representative: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Card Number: \_\_\_\_\_

Blue Adult / Blue Child / Blue Family ( \_\_\_ x Adult, \_\_\_ x Kids)

Membership Type: Bronze Adult / Bronze Child

Silver / Gold / Gold Freestyle / Black / Black Freestyle

Car Parking Barcode ID/Envelope # (All Memberships): \_\_\_\_\_

FOB # (Black Membership Only) \_\_\_\_\_ Processed On: \_\_\_\_\_ / \_\_\_\_\_ /20