

## SILVER & GOLD (DIRECT DEBIT) MEMBERSHIP TERMS & CONDITIONS

### PAYMENT & 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. Direct debit Memberships may be purchased in person at O'Brien Icehouse. An initial payment will be debited from your account to cover the first payment.

### MEMBERSHIP PERIODS

3. Silver and Gold Memberships are valid for the duration of six (6) months. They are renewable after each 6 month period.

### MEMBERSHIP ENTITLEMENTS

4. At the O'Brien Icehouse, benefits and discounts are only available upon the presentation of a valid Membership card.
5. Membership cards and their benefits are non transferable and are only valid for the card holder.
6. Your Membership does not give you priority over other users or guarantee the availability of facilities.
7. Skate hire, skating lessons and hire equipment are excluded in Silver and Gold Memberships. These items can be purchased at an additional cost in person at O'Brien Icehouse.
8. The primary Membership cardholder is responsible for ensuring the details of their O'Brien Icehouse Membership profile are correct at all times.
9. Each Membership includes three (3) x complimentary guest pass vouchers to use over the 6 month Membership. Members' friends cannot be an existing O'Brien Icehouse Member. Only one voucher can be redeemed at any one time. You must accompany your friend on their visit.
10. The complimentary guest pass 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.
11. Public Skating Sessions are as outlined on our website [www.obrienicehouse.com.au](http://www.obrienicehouse.com.au) and are subject to availability and change without notice.
12. Gold Membership includes unlimited skating to all public skating sessions.
13. Silver Membership includes unlimited mid-week (Monday-Friday) public skating sessions.
14. All email correspondence is subject to receipt of correct email address and acceptance of email correspondence.
15. Silver Members receive a 10% discount and Gold Members receive a 15% discount on their Skate School Term Enrolment. Silver and Gold Membership holders can redeem this Skate School term discount in venue, upon presentation of your Membership card. This offer is only valid for active members enrolling themselves into Skate School.
16. Freestyle Upgrade allows Gold Members access to any freestyle sessions for no additional charge for any session, subject to availability. Sign in sheets still apply to members.
17. Stick & Puck/Drop In Hockey upgrade allows Silver and Gold Members access to ten (10) x sessions free of charge. These sessions can only be used in the 6 month Membership period. Silver and Gold Members can add these passes to their Membership at a cost of \$180 for ten (10) sessions.
18. Gym Membership upgrades are available for the 6 month Membership duration at \$360. 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. Sign in sheets still apply to members.
19. Full name, expiry, and email will be provided to the third party Skaters Network.

## YOUR MEMBERSHIP CARD

The access card is the property of O'Brien Icehouse. 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 O'Brien Icehouse 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 Icehouse 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 fortnightly.

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 can take up to five (5) business 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 \$5.50 per Membership
- Ezidebit Dishonour fee of \$21.90
- Fortnightly fees attached to each payment of either:
  - Fee of \$1.53 per bank withdrawal OR
  - Fee of 2.7% (min. \$1.53) of the debit amount for visa/mastecard withdrawals
  - Fee of 4.4% (min. \$1.53) of the debit amount for AMEX/Diners 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 \$21.90 for all dishonoured payments; this is separate to O'Brien Icehouse payments and goes directly to EziDebit. Your card will be disabled from access to the O'Brien Icehouse 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@obrienicehouse.com.au](mailto:memberships@obrienicehouse.com.au) or 8631 3902 for more details. **Memberships are not transferable.**

## FREEZING MEMBERSHIP

Membership Freezes and Suspensions are available in accordance with our Membership Suspension policy. For further information please consult O'Brien Icehouse Membership Suspension Policy 2022. Please speak to the Memberships Manager on [memberships@obrienicehouse.com.au](mailto:memberships@obrienicehouse.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 Icehouse and we would be more than happy to share this document with you. Alternatively it is available on our website.

## O'BRIEN ICEHOUSE RULES

Membership holders must adhere to the conditions of entry and regulations of O'Brien Icehouse.

## JUNIOR MEMBERS

If you are under the age of 18 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.

## DEFINITIONS

Cardholder: An active O'Brien Icehouse Member.

O'Brien Icehouse Member: A patron who has an active paid for O'Brien Icehouse membership under their name.

## 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 18, a parent/guardian will need to sign below to consent to you becoming an O'Brien Icehouse 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 NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PARENT / GUARDIAN NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
EMAIL ADDRESS

\_\_\_\_\_  
MOBILE NUMBER

\_\_\_\_\_  
DATE OF BIRTH

\_\_\_\_\_  
POST CODE

OFFICE USE ONLY		
_____ O'BRIEN ICEHOUSE REPRESENTATIVE		
_____ SIGNATURE		
_____ DATE		
_____ CARD NUMBER		
Silver	Gold	Gold Freestyle
_____ MEMBERSHIP TYPE		
_____ NOTES		
_____ DATE OF PROCESSING		