FERNWOOD WELLNESS MEMBERSHIP TERMS AND CONDITIONS

Welcome to the Fernwood family. We're so glad you're here! You're officially part of a community of amazing women all on a journey towards better living, and we're here to support you every step of the way.

These Terms and Conditions govern your access to and use of Fernwood Wellness Membership and Services. By purchasing or using Fernwood Wellness Services, you agree to comply with these Terms in addition to the Fernwood Membership Terms & Conditions.

1. OVERVIEW OF WELLNESS SERVICES

- Fernwood Wellness Services may include, but are not limited to:
- Red light therapy
- Cryotherapy
- Float therapy
- Infrared sauna
- Compression therapy
- Massage chairs
- Wellness pods
- Meditation and relaxation spaces
- Any other recovery or restorative equipment offered by your Fernwood Club

Wellness Services may vary from club to club and are subject to availability.

2. PAYMENT TERMS

Your Fernwood Wellness membership price will be debited each fortnight according to your membership agreement.
Membership fees are subject to an annual price increase in line with the Consumer Price Index (CPI), where applicable.

3. MINIMUM TERM AND CANCELLATION

Your Fernwood Wellness membership has a minimum term of 12 weeks.

After the minimum term period, you may cancel your wellness membership by providing 2 debits' written notice.
Cancellations within the minimum term will incur a $100 cancellation fee in addition to the notice requirement.

4. ELIGIBILITY AND HEALTH REQUIREMENTS

You must complete any required health screening forms or induction sessions before using Wellness Services.
You must disclose all relevant health information, medical conditions, pregnancy status, injuries, or contraindications prior to using any wellness equipment.

You must not use equipment if you:

- Are feeling unwell, faint, dizzy or overheated
- Have a medical condition listed as a contraindication
- Have consumed drugs or alcohol

Fernwood reserves the right to refuse access to Wellness Services if we reasonably believe it may pose a risk to your health or the safety of others.

5. BOOKING, ATTENDANCE AND CANCELLATIONS

Wellness sessions can be booked via the Fernwood app or at the front desk.
Wellness sessions are available during staffed hours. Please refer to your club for specific hours.

You must not use bookable equipment without a confirmed booking.

Cancelling a booking within 2 hours of the scheduled session time will result in forfeiture of the wellness session for that week.
If you arrive late, your session may be shortened to avoid impacting subsequent bookings.

If you are more than 10 minutes late, your session may be marked as a no-show and forfeited.

6. SESSION USAGE AND EXPIRY

Wellness sessions are intended to be used weekly.

Wellness sessions included in a direct debit membership are allocated weekly. Unused sessions do not roll over and will expire seven (7) days from allocation.

Any unused sessions will not be refunded.

If you cease to be a member for any reason, your sessions will automatically expire and will not be refunded.

Wellness Services cannot be transferred to another member.

7. MEMBERSHIP STATUS REQUIREMENTS

Wellness sessions cannot be booked if you have an unpaid debt on your account.

8. WELLNESS ETIQUETTE AND BEHAVIOUR

Wellness Members must adhere to the Fernwood Wellness Etiquette Policy at all times.

The Wellness Zone is a quiet space — members must maintain a calm, respectful environment.

Any behaviour that is unsafe, inappropriate, disruptive or disrespectful may result in removal from the space and/or loss of access privileges.

9. HYGIENE, SAFETY AND APPROPRIATE USE

Members must follow all posted instructional guidelines and staff directions.

Equipment must only be used for its intended purpose.

Members must sit on towels where required, and wipe down equipment after use.

No oils, lotions, aerosol sprays or products that may damage equipment may be used prior to or during sessions.

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You must report any equipment concerns, faults, or spills to staff immediately.

10. CLOTHING AND PERSONAL ITEMS

Modest, clean attire is required while using Wellness Services.
Minimum of swimwear must be worn in saunas (towels may be used as a cover only).

Shoes must be removed where equipment guidelines specify.
Personal items must be stored in lockers and not placed on or around equipment.

11. SHARED SPACES AND PRIVACY

You must vacate equipment promptly at the end of your session.

You must not enter private wellness rooms without a booking.

Photography or recording is prohibited inside Wellness Spaces to protect member privacy.

12. EQUIPMENT AVAILABILITY

If for any reason we are unable to provide the requested equipment for a session you have booked, we will make every effort to contact you to reschedule.

If rescheduling is not possible, we will honor that session at a later date.

13. EQUIPMENT DAMAGE

You agree to take reasonable care when using equipment.

You agree to pay for any damage caused by your wilful misconduct or negligence.

14. RISKS AND LIABILITY

Use of Wellness Services involves inherent health and safety risks such as heat exposure, cold exposure, compression, and equipment use.

You acknowledge and accept these risks and agree to use services responsibly and within your limits.

All liability exclusions stated in the Fernwood Membership Terms & Conditions also apply to Wellness Memberships and Wellness Services.

15. SUSPENSION OR REMOVAL OF ACCESS

Fernwood may suspend or cancel your access to Wellness Services if you:

- Breach the Wellness Etiquette Policy
- Fail to use equipment safely
- Damage equipment
- Repeatedly no-show or misuse bookings
- Behave inappropriately toward staff or members
- Violate any conditions outlined in these Wellness Terms

Where the breach is serious or persistent, access may be removed immediately.

16. CHANGES TO WELLNESS SERVICES

Fernwood may update or modify Wellness Services, equipment, operating hours, or associated fees at any time.

Reasonable notice will be provided for material changes.

17. GENERAL TERMS AND CONDITIONS

These Wellness Membership Terms and Conditions should be read in conjunction with the Fernwood General Membership Terms and Conditions.

We look forward to seeing you unwind and recharge at Fernwood Wellness!

ACKNOWLEDGEMENT AND ACCEPTANCE

By signing below, you acknowledge that you have read, understood, and agree to the terms outlined in these Fernwood Wellness Membership Terms and Conditions.

Member Signature _____

Date _____

Staff Signature _____

Staff Name _____

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