



LASERZONE
BRISBANE

MEMBERSHIP TERMS & CONDITIONS

MINIMUM TERM

- A minimum term of 3 months is applied to all memberships and is determined from the date of purchase. All memberships will be charged to the customer based on the option selected through the online payment portal.
- Once you have completed your minimum term, your membership will automatically continue on a weekly basis. If you wish to opt out (once you have completed your minimum term), you are able to do so in writing to brisbane@laserzone.com.au
- Notice of opt out must be in writing and it must be provided with at least 14 days-notice before the next debit to guarantee cancellation prior to the payment

ACCESS

- Members access is subject to availability. Every effort will be made to accommodate your entry, however in the case of a venue buy-out or a maintenance closure, you may not be able to access the venue on these occasions. Members will be contacted via email, and a notice will be placed on the LAWNTON LASER LEAGUE Facebook Page at least 24 hours ahead of any unavailable times. A change to accessibility to the venue on these occasions does not constitute grounds for a reduction in membership fee

QUALIFICATION FOR MEMBERSHIP

- Members should be at least 13 years of age
- Members must adhere to all site rules
- Members must adhere to the LASERZONE BRISBANE PLAYERS CODE OF CONDUCT
 - Be Safe
 - Play Fair
 - Be Humble
 - Be Welcoming
 - Be Respectful
 - Team First
- Laserzone Brisbane management can choose to revoke membership at any time if a member breaches the Code of Conduct or site rules
- If Laserzone does not enforce its agreement rights at any time, it does not mean those rights have been waived, regardless of any time delays that may exist

CHANGES TO TERMS

- Laserzone may at times, add to, edit or delete terms and conditions for the venue. This includes changing our opening and closing hours, services and membership terms.
- The most up to date terms & conditions always apply. Find these on our website at www.brisbane.laserzone.com.au/terms-and-conditions/.
- Laserzone will provide at least 30 days notice of any changes by all or one of the following method
 - Publishing them in our newsletter
 - Sending a text to the most recent mobile phone number provided to us
 - Placing a notice in the venue

PAYMENT

- Laserzone Brisbane will debit your membership fees from your nominated account each week
- Please Note that

- Debit dates are pre-set for all members
- Debits may take up to 5 days to come out of your account
- If you query a payment we will do our best to reply within 7 days
- You must make sure that
 - Your account can accept direct debits (your financial institution can confirm this)
 - There is enough money in your account on the payment date and for the next 5 days
 - You contact us with at least 48 hours notice of the next debit if you are transferring or closing your account. This applies also to changes of card details such as expiry dates or card numbers

FAILED OR LATE PAYMENTS

- If your membership fees are not up to date we will suspend your venue access until your payments are up to date
- If you need to catch up on payments, we will continue to debit your nominated account without notice, until we have received the total amount owed.
- We will make a reasonable effort to let you know beforehand by:
 - Phoning you or speaking to you at the venue
 - Texting the most recent mobile phone number you have given us
- For membership/s in your name, you must make sure that the payment method you choose will be valid for the length of your agreement. If the details you give us fail, you are liable for all resulting fees. You should update your details and are obligated to complete your minimum term.

FEES

- The advertised prices of the memberships do not include additional fees that may be charged by the direct debit services company (Braintree). These fees are subject to change and are not set at the discretion of Laserzone.

TRANSFERRING MEMBERSHIP

- You can transfer your membership to another person (transferee) within the minimum term of your agreement so long as the transferee:
 - Is not currently a member
 - Is eligible to take up your membership
- The transfer is effective only after the transferee has completed the sign-up process

CANCELLATION

- Members may cancel their membership with 14 days written notice, at any time after the minimum contract period has ended. If you wish to cancel (once you have completed your minimum term), you are able to do so in writing to brisbane@laserzone.com.au
- You can also cancel your membership if we breach our obligations and we do not fix the breach in a reasonable time after you have told us about it in writing. We will refund you any membership fees you pay between the date of notification and the date on which we decide that we cannot fix the breach
- You can cancel your membership during the minimum term without penalty if:
 - You are sick or incapacitated. A certificate from a qualified medical practitioner must be presented stating that you cannot exercise for the rest of your term, OR
 - You are bankrupt. Supporting documents must be presented in this instance.
- In all other cases, an early exit fee of \$150, and 30 days-notice will be required to cancel a membership within the minimum term
- Laserzone also reserves the right to suspend or cancel memberships if guests engage in misconduct or inappropriate behaviour whilst on the premises. For more information, please refer to the Laserzone Brisbane Terms and Conditions: www.brisbane.laserzone.com.au/terms-and-conditions/

PRIVACY

- Debiting and card details are stored securely with Bookeo. The membership purchaser is the only one authorised to make changes to membership.
- In cases where membership has been purchased for a child (under 18yo), that child must nominate a parent or guardian to make changes on their behalf.
- For more information on Laserzone's official Privacy Policy, please visit www.brisbane.laserzone.com.au/privacy-policy/

SUSPENSION (FREEZE MEMBERSHIP)

- You can suspend your membership for 2 or more weeks, up to a maximum of 6 weeks at a time. You cannot suspend your membership for a partial week
- The suspension fee for membership is \$5 per week, which must be paid in advance
- Memberships can only be suspended when all membership fees are up to date and no money is outstanding
- Laserzone cannot backdate any suspension
- Please note that if you are within your minimum term, membership suspension is not classified as a payment toward your contracted term
- You can suspend your membership for more than 6 weeks if you have travel, medical or bankruptcy reasons. Laserzone Management must be satisfied by your supporting documents to suspend your membership for longer than 6 weeks
- Laserzone will not charge you for membership suspension if you suspended your membership due to health or bankruptcy reasons

IDENTIFICATION

- Upon your first visit, after signing up to a membership, you will be requested by Laserzone crew to take a photo for your membership profile
- You will need to check in at the front desk anytime you attend the venue so that we can review your profile photo
- If a member attempts to share their membership access with another person, they risk having their membership suspended or cancelled by Laserzone management