

REC ALLEY – PREMIUM MEMBERSHIP LAUNCH

FREQUENTLY ASKED QUESTIONS

1. PREMIUM MEMBERSHIP

1.1 What is the Premium Membership?

Premium Membership is a membership upgrade that unlocks additional heaps of Rec Alley perks, including:

- Unlimited Open Gym sessions
- Free entry to Parent Date Nights
- Free entry to monthly Skills Workshops
- Free End-of-Year Event entry
- Premium monthly newsletter
- 20% off birthday parties
- Reciprocal usage at all Rec Alley locations
- No lock-in terms

1.2 Who is Premium Membership best for?

Premium Membership is ideal for families who:

- Want extra training support beyond one class per week
- Have multiple kids who love attending events and want to save lots of \$\$
- Enjoy extra savings (20% off parties + free workshops and date nights)

1.3 How does the FREE month work?

After the free month, the normal fee of \$15/week starts unless you opt out (cancellation form in centre) at least 1 day before the first billing date.

1.4 When does the Premium Membership start?

We are expecting a quick fill up of Premium Membership. You can opt in anytime leading up to the start date of 17th January 2026 by completing the form.

1.5 Can families stop Premium?

Yes — it follows the same cancellation policy as classes.

Parents can cancel the Premium Membership without cancelling a weekly class enrolment

Premium can be:

- Cancelled with notice 14 days' notice
- Re-activated anytime

1.8 Do Premium benefits apply immediately?

Yes — instantly upon activation.

If a family signs up mid-visit, they can use Premium benefits the same day (Open Gym, events etc).

2. OPEN GYM – EXTENDED FAQs

2.1 Do members need to book for Open Gym?

No — Open Gym is drop-in but is subject to capacity. We will look at a booking or camp system in the future

2.2 Can non-Premium members pay casually for Open Gym Sessions?

No — but Premium members receive it free every time.

2.3 Are sessions supervised?

Yes — all Open Gym sessions are coach-guided for safety.

They are not considered general “free play” — particularly for the school age kids. It should be a time to focus on skill improvement.

However, there is an obvious element of ‘social play’ for the Under 5’s open gym program.

2.4 Can siblings attend?

Yes — as long as:

- They meet the age requirement for the session, and
- A Premium membership is applied to them – member or non-member rate of \$20 per week depending on if they attend weekly classes.

3. BILLING & CANCELLATIONS – EXTENDED FAQs

3.1 Can Premium be cancelled separately from classes?

Yes — Premium is independent.

Families may:

- Keep classes
- Cancel Premium only

3.2 Can Premium be cancelled separately?

If a family cancels classes, Premium does not automatically cancel.

And vice versa.

3.3 What is the Premium billing cycle?

Premium follows the same fortnightly billing cycle as class tuition.

3.4 What if a payment bounces?

Premium benefits pause until payment is resolved.

4. RECIPROCAL RIGHTS – EXTENDED FAQS

4.1 What does “reciprocal rights” mean?

Premium members can attend all or any of the inclusions at ANY Rec Alley locations.

4.2 Can a Premium member attend Open Gym at one location and Events at another?

Yes — completely allowed.

5. BIRTHDAY PARTIES – EXTENDED FAQS

5.1 How does the 20% discount work?

Premium members get:

- 20% off any birthday party package
- Valid immediately upon enrolment

5.2 Can the discount be used after cancelling Premium?

No — the discount only applies while Premium is active.