



2024 CHRISTMAS TREE SALE GUIDELINES

WHAT IS INCLUDED IN THE MEMBERSHIPS & PACKAGES?

Please review the individual purchase page details for inclusions - then go to the product page to purchase at the discounted rate - see a breakdown [here](#).

IS THIS SALE FOR BOTH LOCATIONS??

This sale is for our Inner West folk - but YES - all these sale memberships cover both locations! Note that from 2025 a Dual membership will be required to access both locations - unless you have purchased one of these special sale memberships.

*Just note that the our Inner West location remains slightly different to our City all-genders studio:

- **Haven Inner West** opened in 2018 as a women-only space and further to many chats and surveys with our community, remains a welcoming space for women but also non-binary folk & trans folk (our community opted to keep Inner West without cis males). We appreciate your understanding.
- **Haven Movement CBD** is now open and we're pleased to welcome all genders and all folk!

CAN I BUY A MEMBERSHIP NOW AND START LATER?

Yes! We appreciate the time of year and encourage you to make the most of this offer now and select a membership start date that suits you - select any start date up to 6 weeks from purchase!

WHAT IF I HAVE ONLY A MONTH OR TWO LEFT ON MY CURRENT MEMBERSHIP?

We can delay the start date of your membership to begin up to 6 weeks from purchase date. Simply purchase your preferred membership, message us in Mومence with your preferred start date that is after 4 week's notice for your current membership (and within 6 weeks of your purchase date) and we will set it up to commence accordingly, no problem!

WHAT IF I'M GOING AWAY FOR THE HOLIDAYS OR AM NOT READY TO START MY MEMBERSHIP?

You can delay your start date of your membership up to 6 weeks from purchase date to give you time to use up current class packs or memberships. (Please note payment is still required at time of purchase, and no holds, refunds or transfers are available). Enjoy your holiday and get excited for kicking off with us in 2024!

WHAT PAYMENT METHODS ARE AVAILABLE, AND ARE THERE ANY TRANSACTION FEES?

Credit card - fees covered by the client (2.75% + A\$0.30)

Direct debit - Haven covers fees

Bank transfer - no fees - chat with us to arrange!

WHAT IF I'M ALREADY A MEMBER?

If you are on a current membership and are out of your initial term (3 months or 12 months), you may purchase a sale membership. We'll pause your current membership at the end of your next payment cycle, and your new

membership will kick in and upon expiry, your original membership will resume. Simply purchase the membership of your choice and we will set this up in our system. If you're still within your initial term, you can still take advantage of the sale with the option to start up to 6 weeks from purchase. Let us know if this is the case and we'll work our magic to set it up seamlessly for you!

CAN I SWAP MY MEMBERSHIP FOR A CLASS PASS WHEN I'M STILL WITHIN MY INITIAL TERM?

Our member commitments mean a lot to us and we base our offerings & expenses on the longer term commitments, so please note that you can not be released from your current membership term if you purchase a Class Pass. However, you can use it to "top up" your current membership, or hold onto it until your membership term is completed. Please note that we can select the start date up to 6 week's maximum from purchase date, and class passes have a strict expiry date (commencing from start date) and no transfers, refunds or pauses apply.

WHAT ARE THE EXPIRY TERMS ON CLASS PASSES?

Class Passes honour a strict expiry period:

20 Class Pass - 5 months

50 Class Pass - 12 months

100 Mega Pass - 18 months

Transfers, pauses or refunds do not apply, however rollovers apply - this means we'll add any unused credits from your past passes to your newly purchased pass!

WHAT ARE THE EXACT DURATIONS ON THE MEMBERSHIPS?

Because we work on 4-weekly cycles, memberships come with the following periods:

3 Months = 12 weeks (3 x 4-weekly cycles)

6 Months = 24 weeks (6 x 4-weekly cycles).

12 Months = 52 weeks (13 x 4-weekly cycles).

WHAT DOES AUTO-RENEW MEAN?

PIF & auto-renewing memberships mean that once the initial term has been met for the paid-in-full portion, the membership will continue to automatically renew every 4 weeks at the discounted sale cost as outlined, for a minimum period as outlined (e.g: 3-Month = 3 x 4-weekly payment cycles / 6-Month = 6 x 4-weekly cycles). Regular [Membership Guidelines](#) kick in with the autorenew, which includes pausing for 2-6 weeks at a time (up to 3 x per year), and changes/cancellations with 4 week's notice via the [Membership Change Form](#).

WHAT IF I HAVE TO PAUSE MY MEMBERSHIP?

Pausing is available on recurring autopay memberships as per our regular memberships (you may pause up to 3 x per year, for 2-6 weeks at a time, with 2 week's notice via Pause Request form) however pauses are not part of our PIF memberships. We hope you'll find value in the generous savings off the regular membership prices to help you manage pauses! We appreciate your understanding.

CAN I CLAIM VIA MEDICARE, NDIS OR PRIVATE HEALTH INSURANCE WITH THE SALE OFFERS?

Rebates do not apply on these offers.

WHAT DO I GET WITH MY MEMBERSHIP?

Glad you asked! In addition to joining Haven and being part of a very special fitness community in town, you'll receive all our Member Benefits which includes a gift pack, generous savings from our [Practitioner team](#), member discounts on events & retreats, free talks and more! Read about all the benefits [here](#).

WHAT IF I MOVE OR HAVE TO CANCEL?

First of all, we'll miss you! All sales are final, but if you are unable to use your membership for extenuating circumstances*, we can issue a one-time assignment of your membership to a friend or family member of your choice who would love Haven, so your offer doesn't go to waste!

*Extenuating circumstances include: serious illness; moving interstate or country.

Thanks for honouring our guidelines, it really helps us to keep things running!

Anna & The Team x