

iceHQ Membership

Terms & Conditions

Payment options

Membership payments are through an external company 'Ezidebit'.

An email registration will be emailed prior to your start date to fill, apply bank details and accept Ezidebit's terms & conditions.

Payment options:

- Fortnightly
- Monthly
- Pay in full

If you have selected 'pay in full' option, you will receive an SMS 3 days prior to your next payment. Please let iceHQ know if you would like to cancel prior to scheduled payment, or if you choose to change to fortnightly or monthly payments.

***All memberships have a minimum 6 month term.**

Membersership types

Bronze membership (12mths)

12x entries to public sessions

Monday- Sunday

*Excludes special events, private lesson entry & public holidays

Silver membership (6mths)

Entry to all weekday public sessions

Monday- Friday

*Excludes special events

Gold membership (6mths)

Entry to all public sessions

Monday- Sunday

*Excludes special events

Platinum (6mths)

Entry to all public/freestyle sessions

Monday- Sunday

*Excludes special events

Full member benefits at
www.icehq.com.au/memberships

Membership holds due to injury or holiday

Silver, Gold & Platinum members are entitled to a total of 6 weeks membership holds.

- All temporary holds required a minimum of 2 weeks at a time, with a maximum of 6 weeks over your total membership term.
- All membership holders require 2 weeks notice via email, prior to the departure date.
- If you require more than 6 weeks due to a serious injury, please email your medical certificate to info@icehq.com.au for consideration.
- iceHQ is unable to back date absences under any circumstance. All membership pauses, including pauses due to serious injury, will begin from the date iceHQ is advised & the request is accepted.

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- iceHQ membership discounts are only available upon the presentation of a valid membership card.
- Membership cards and benefits are non-transferable and are only valid for the original membership holder.
- Memberships do not give you priority over other users or guarantee the availability of sessions at iceHQ.
- Theme nights and special event skates are not included in iceHQ memberships
- Bronze membership passes cannot be used for entry into private lessons, special events, private lesson entry & public holidays
- If a bronze discount code is used as entry for others, this is a breach of the membership and a cancellation without a refund will occur.
- When your membership expires, so does all passes and membership benefits.
- iceHQ Public Sessions & Freestyle sessions are subject to change without notice.
- All queries, membership holds or cancellations must be via email correspondence. Our front reception staff via phone or in person are unable to complete your request. Please email info@icehq.com.au
- All membership cancellation require 2 weeks notice. Cancellation accepted once your minimum term has been completed.
- Membership pauses due to serious injury, will not result in early cancellations. Memberships will be placed on hold for the duration of the medical certificate given.
- All membership hold must have their membership card on them at all time.
- Loss of membership card will incur a \$5 lost card fee.