

Terms and Conditions of Run/Walk For Life Membership

GENERAL

Hereunder are the Terms and Conditions which cover and regulate your membership of any Run/Walk For Life Club (RWFL). Individual Clubs may, from time to time, display their own additional operational rules.

All or some of these rules may be modified or suspended from time to time. It is the responsibility of the member to be aware of any such changes, as displayed on the RWFL website.

If you do not comply with the rules and regulations or are under investigation for non-compliance with such, RWFL may, depending on the circumstances:

- temporarily suspend your membership;
- ask you to leave the Club;
- deny you Club access;
- cancel your RWFL membership.

The decision of RWFL in this regard is final and binding.

FEES

All RWFL memberships are for an agreed period of time, as specified in your membership receipt. RWFL does not allow the early release from its membership contracts, unless it is for medical reasons, and RWFL is satisfied with the reasonableness of such.

- Membership fees are paid in advance.
- Any crediting of membership time is solely at the discretion of the Club coach.
- Any member who wishes to exit their contract before the expiry of such, will be liable for all remaining fees on the said contract.

TIMES OF OPERATING

All members are requested to adhere to the set starting times of their Clubs, and EARLY starting of sessions by members is NOT permitted.

MEMBERSHIP TRANSFERING

Paid up memberships are fully transferable, to any Club Nationally, at no additional cost to the member.

MEMBER KIT

During official sessions, for safety reasons and reasons of identification, ONLY official RWFL Clothing may be worn.

SAFETY ON THE ROAD

Members are required to abide by the RWFL Safety On The Road rules and regulations, as amended from time to time. Included in these (this is not an extensive list) are the following:

- No valuables, such as cell phones may be taken on the road;
- No valuable jewellery should be worn while out on the road;
- Headphones may not be worn during sessions.

TERMINATION OF MEMBERSHIP

RWFL, at its sole discretion, may terminate the membership of any member, should the Franchisee and or Head office deem such in the best interests of the Club or the RWFL Group.

OPERATING TIMES, DAYS AND VENUES

At times, RWFL may, for operational reasons, change individual Club operating days, times and or venues. RWFL has the right to change either the days, times or venue of operations, in accordance with operational requirements. Members will be updated and informed of any such changes.

NEW MEMBERS

All members (including junior members) must complete and agree to the terms and conditions of RWFL'S online medical risk questionnaire, before using any RWFL facilities. As part of your membership application, you will also be agreeing to sign an assumption of risk, which simply states that you're aware of, and take full responsibility for any applicable risks to your health (or your dependent's health) when exercising at RWFL.

GENERAL

Firearms, ammunition or any other type of weaponry isn't permitted anywhere on the Club premises unless the weapon is in the possession of an on-duty member of the national police force who is in the Club in his/her official capacity on police business or protecting an official person/government minister. Any police officers/security officials who are utilising any Club, facility or equipment in the Club as a member, may not bring a weapon into the Club.

As a health facility, any kind of smoking or vaping (through e-cigarettes or by any other means), isn't permitted anywhere on the Club premises or training areas.

PHOTOGRAPHY AND VIDEO

Members are prohibited from taking photographs, video (live or recorded), Facetime or broadcasts from any Club facilities or sessions, without the prior permission of the Coach and where applicable, affected members.

Respect the privacy and the rights of your fellow members when taking photos or video footage of yourself at the club, and do not take photos or videos of other members without their express and prior permission (i.e. please be mindful of how people may inadvertently appear in the background of your selfie, Facetime or video call).

SELLING OF PRODUCTS

Under no circumstances are you allowed to sell and/or market any product or service to other members, staff or contractors in our Clubs or on any of our social media or online platforms.

USE OF LOGOS AND NAMES

The use of RWFL 's various names, marks or logos for promotional, marketing, advertising or any other activity is not permitted, without the written permission of RWFL Head Office.

FRIENDS

At the sole discretion of your Coach, you may bring guests to train with you.

All guests are bound by the Rules and Regulations of RWFL

EATFORLIFE

Is only valid if a current RWFL membership exists

RESTRAINT

The member explicitly agrees that should they leave RWFL, for a period of 5 years from the date of such leaving, they will NOT, on session days of their Club, exercise on or near any of the official Club routes used by RWFL, at the time of the member resigning their RWFL membership.

RESPECT FOR OTHER MEMBERS

The following forms of verbal/other expressions are not allowed (and where applicable, the further publication by you, even if not originally authored by you, is strictly prohibited):

An expression that amounts to: (a) propaganda for war; (b) incitement of violence; (c) advocacy of hatred that is based on race, ethnicity, gender, sexual orientation or religion;

An expression which is or can reasonably be understood to demonstrate a clear intention to be hurtful, degrading or inflammatory.

An expression which could reasonably be understood to be a clear intention to unfairly discriminate against any person on grounds of race, gender, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth.

An expression which could reasonably be understood to be a clear intention to advance or suggest the inferiority of a group based on race, gender, pregnancy,

marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth.

An expression which could reasonably be understood to impair or is likely to impair the dignity of others.

SAFEKEEPING OF BELONGINGS

While we do provide facilities for members to leave valuables, such as car keys at Clubs, we can't and don't accept responsibility for any loss, theft or damage to such.

MEMBER COMPLAINTS

RWFL is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels of the business. Where members are unhappy, we encourage communication to our Coaches, so that we can address these timeously and effectively.

The following outlines RWFL's policy and procedures for handling complaints.

1. Bring your complaint to the attention of your Coach, VERBALLY;
2. If no satisfactory resolution is made within 72 hours of such discussion, notify your Coach in writing of such complaint;
3. If no suitable resolution is forthcoming within 72 hours of step 2 above, please escalate your complaint to Head Office, at matthew@rwfl.co.za.