

## Rapid Recovery VIP Memberships

Level	Silver	Gold	Platinum
<b>Appointments per month</b>	1	2	3
<b>Every x app is FREE*</b>	12	10	8
<b>Min. Term (Months)</b>	12	6	4
<b>Priority Access to Emergency apps</b>	Y	Y	Y
<b>Carry credit to following month (Cannot be done in consecutive months)</b>	Y	Y	Y
<b>Can substitute friends/ family (in a 12 month period)</b>	2 x	4 x	6 x
<b>No additional payment for dry needling or hot stones</b>		Y	Y
<b>Extra treatments during the month discount (same time restriction)</b>	8.3%	10%	12.5%
<b>Product discount (excluding gift vouchers)</b>	10%	10%	15%
<b>Price Lock – You are exempt from any price rises for 12 months from start of membership</b>	Y	Y	Y

\*Fee charged is equivalent to having every x appointment free.

VIP Membership appointments are available with

Natalie, Ruth, Jake, Andrew, Emma, Stacey, David & Shae.

Senior Therapist VIP Membership appointments are available with Liz & Teagan.

Appointments must have a start time of before 4:45pm, available Mon – Fri.

**“Massage & Myo for PAIN, Injury & Performance”**



## Rapid Recovery VIP Memberships T's & C's

### How it works

You receive the number of credits per month based on the package you sign up to. You will access to additional treatments at the discounted rate set out in your package.

You will be billed once per month for the following months treatments.

We look at our memberships like a loyalty card, but so much simpler. Say for example you sign up to 2 x 60 min remedial massage appointments per month, we'll offer you a discount that is equivalent to every 10<sup>th</sup> appointment free. This fee then billed just before the start of the month, and you have these credits applied to your account.

VIP membership appointments are available Mon – Fri with a start time of before 4:45pm with selected therapists.

### What if you can't make it

1. Your credit/s may be carried, **credits do not expire provided you have an active membership (they expire if you cancel your membership)**
2. You may have a friend or family member use your credits up to the total your package allows in a rolling 12 months.
3. If you require (e.g. are going away) you can suspend your membership for up to 3 months by emailing [fixme@rapidrecoveryclinic.com.au](mailto:fixme@rapidrecoveryclinic.com.au) This requires 2 weeks notice before your next billing date. You cannot use any credits while a membership is suspended. Memberships can only be suspended for 3 months in any 12 month period.

### Late Cancellation & No shows

You will forfeit your credit for an appointment that is not cancelled or rescheduled in line with Rapid Recovery's cancellation policy (before 5pm the day prior). If you do not turn up to your appointment you will forfeit the credit for that appointment.

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### **Banking Info**

There is no charge if we debit straight from your bank account, however due to increased fees debiting a credit card will incur a 1.5% surcharge (VISA & Mastercard only & subject to change in accordance with any changes to Pay Choice's fees).

Please make sure there is money in your account. Our direct debit company Pay Choice charge a dishonour fee if they are unable to debit. This is if they go to debit your account and there is no money in there. They retry again a few days later.

Debits will occur on the 25<sup>th</sup> of the month prior to your membership credits.

You give Rapid Recovery permission to direct debit for any extra appointments in the month.

### **Cancellation of membership**

To cancel your membership email [fixme@rapidrecoveryclinic.com.au](mailto:fixme@rapidrecoveryclinic.com.au) a minimum of 14 days for your next billing date. If you're cancelling early there is a cancellation fee of any savings you have made while on the membership (it's basically like you haven't finished your loyalty card) plus a \$20 admin fee. Cancellation will forfeit remaining treatment credits.

E.g. You are set up on 1 x 60 min appointment per month. After 2 appointments you request to cancel your membership. The saving per appointment is \$8.14, your cancellation fee is \$16.18 plus a \$20 admin fee.

### **Fee Increases**

Rapid Recovery Sports injury & Massage Clinic Pty Ltd reserve the right to increase fees (keeping in line with your equivalent to every x appointment free) with notice, however your price is locked in for the next 12 months and will not be increased during that period. The cost will be at a discounted rate from Rapid Recovery's standard price that equates to every x app free (The cost is spread out so that it works out the same as a free appointment in the specified time period). You will be contacted via email a minimum of 21 days out from any price increase.

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### **Future change**

Rapid Recovery reserves the right to place a surcharge on certain therapists for membership appointments as well as removing a therapist from membership appointments.

### **Need an extra appointment that month?**

No stress, you can receive discounted appointments each month as per your package. These are at a % discount rate (not included in the price lock). These are only available on remedial massage appointments with a start time of before 4:45pm Mon – Fri.).

### **Claiming Private Health Insurance?**

We can email you a receipt right after your appointment so you can still claim manually that day.

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