



The Bicycle Network membership terms

Thanks so much for supporting us. Your support will mean that one day our dream will come true, and Australia will be a nation of bike riders.

Of course, there's some important things about your membership we want to make sure you know about, so here goes.

1. Limitations on who's covered by our membership insurance

Bicycle Network is for everyone. If you love riding your bike or even thinking about bike riding, you're our kind of person.

But there are some restrictions on who our membership insurance covers. So please look at these carefully to make sure you'll be covered if you have a crash.

- (a) You're not covered if you're not a permanent resident and/or citizen of Australia or a citizen of New Zealand residing in Australia for twelve (12) months or more or residing in Australia on an appropriate residential Visa.
- (b) If you've bought a family membership, members of your family won't be covered unless they're living at the same address.
- (c) If you've bought a family membership it covers a maximum of two adults who are part of the one immediate family.
- (d) Kids are covered by a family membership up until they turn 21 but if they're a fulltime student they're covered up until they turn 25.
 - a. Adult dependents with a disability who are living at home will be covered by a family membership.
- (e) If you've bought a family of 2 membership, only the 2 family members you nominate will be covered.
- (f) If you've bought a concession membership you won't be covered unless you're either receiving welfare benefits, a full-time student or have a Seniors Card or Veterans Card and you provide the appropriate identification number.

2. How monthly membership works

The great thing about monthly membership is you're not locked in. Obviously, we want you to stay with us forever as we need all the support we can if we're going to make it easier for everyone to ride a bike. Here's how it works.

- (a) If you sign up for monthly membership your first payment will happen on the day you signed up. From there your ongoing monthly payment will be processed on that date each month using your nominated payment method until you tell us to stop (unless it falls on a weekend or public holiday, it will be the next business day). We call this your Monthly Billing Day.



- (b) You can tell us you want to stop being a member at any time before 5pm the day before your next Billing Day by notifying us in writing via membership@bicyclenetwork.com.au or by phone 1800 634 639.
- (c) When you tell us you want to stop being a member your membership and insurance cover will stop at 11.59pm on the day your membership expires.
- (d) We may change the price of membership from time to time; we'll let you know before we apply these changes apply to your membership.
- (e) No matter when you tell us you want to stop there's no refund of any payment.

3. How annual membership works

When you sign up for an annual membership, you're committed to riding with Bicycle Network for 12 months. We'll have your back each time you get on your bike, and your support helps us to make it easier for everyone to ride a bike. Here's how it works.

- (a) If you sign up for an annual membership your first payment will happen on the day you signed up. From there your membership will automatically renew on that date each year using your nominated payment method until you tell us to stop (unless it falls on a weekend or public holiday, it will be the next business day). This is your Annual Billing Day.
- (b) If you sign up for quarterly membership payments, you're committing to an annual membership across four equal quarterly payments. As per 3(a), your first payment will happen on the day you signed up and will automatically renew on that date every three months (unless it falls on a weekend or public holiday, it will be the next business day). This is your Quarterly Billing Day.
- (c) We will send you an email reminder at least seven (7) days prior to your next Annual or Quarterly Billing Day. Note, monthly memberships do not receive an email reminder.
- (d) You can tell us you want to stop being a member at any time before 5pm the day before your next Billing Day by notifying us in writing via membership@bicyclenetwork.com.au or by phone 1800 634 639.
- (e) When you tell us you want to stop being a member your membership and insurance cover will stop at 11.59pm on the day your membership expires.
- (f) We may change the price of membership from time to time; we'll let you know before we apply these changes apply to your membership.
- (g) No matter when you tell us you want to stop there's no refund of any payment.

4. What happens if you don't pay

If your membership payment fails, we will notify you via phone or email to update your payment details and renew your membership.

- (a) If you don't pay your membership its bad news: you won't be covered by our insurance or be a member from the day the payment was due.



- (b) Of course, you're welcome back at any time and will be covered from the day you pay.
- (c) If you want to know when you're covered until, check out your online member record.

5. How our 'Basic Cover' membership works

- (a) Basic Cover membership includes third-party liability coverage only. For more details on what this coverage provides, check out the Bicycle Network Insurance Summary (see <https://www.bicyclenetwork.com.au/membership/bike-riding-insurance/#insurance-summary> – Download Summary).
- (b) All other terms and conditions outlined in parts 1-4 above apply to all Basic Cover memberships.

6. How our 'Advocacy' membership works

- (a) Our Community membership is a non-riding membership, as such, it does not include any insurance coverage.
- (b) Community members will have access to all other features of membership including Bicycle Network Cashback, partner and event discounts.
- (c) If you have bought a family membership, members of your family must all be living at the same address.
- (d) All other terms and conditions outlined in parts 3-4 above apply to all Community memberships.

7. Promotional membership offers

The following terms and conditions apply to a membership purchased via an event registration:

If you purchase your membership via an event registration, it is valid from the time of payment until 11:59pm on the day your membership expires. We will send you a confirmation email when your membership has been set up in Join It, our membership registration portal. You will receive an email reminder 30 days prior to your membership expiry date.

All the terms and conditions outlined in part 1-4 above remain the same.

The following terms and conditions apply to our Household membership offer only:

- (a) Household membership is available to up to ten (10) people living at the same address. They do not have to be immediate family members to be eligible.
- (b) There is a limit of ten (10) adult members who can be covered under one household membership.



- (c) To be covered by our household membership, all members must be living at the same address.
- (d) If you sign up for our household membership, your first direct debit payment will happen on the day you signed up. From there, your ongoing direct debit payments will happen on that date each month, until you tell us to stop (if that date falls on a weekend, you will be debited the next business day). We call this your Billing Day.
- (e) All other terms and conditions outlined in part 1-4 above remain the same.

8. Privacy and Communications

Upon becoming a member, you consent to receive communication and notices from Bicycle Network related to your membership, membership renewal or anything that we believe may be relevant to you.

Bicycle Network collects, uses, discloses and otherwise handles the Member's personal information in accordance with the terms of its Privacy Policy Statement (see <https://www.bicyclenetwork.com.au/aboutus/governance/#documents> – Privacy Policy). All information remains the property of Bicycle Network.