



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 resident of Australia or living in Australia on a 12 month or more work or student 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 direct debit payment will happen on the day you signed up. From there your ongoing direct debit payments will be happen on that date each month until you tell us to stop (unless it falls on a weekend, it will be the next business day). We call this your 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.



- (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 payment will be processed on the day you signed up. If you signed up for direct debit payments, your payment will happen every year on the 24th day of the same month as when you signed up until you tell us to stop. We call this your Annual Billing Date.
- (b) You can tell us you want to stop being a member at any time before 5pm the day before your Annual Billing Date.
- (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) If you have a current annual membership, you will have to wait until your annual membership expires before you can switch to monthly payments.
- (e) 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.
- (f) 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

- (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 '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 'Community' 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 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.

The following terms and conditions apply to our '\$1 for first 30 days' offer only:

- (a) If you sign up for our \$1 for the first 30 days offer you will be charged \$1 on the day you sign up. After your first month, you will be charged at the normal rate for the monthly membership option you have purchased. 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.
- (b) All other terms and conditions outlined in part 1-4 above remain the same.

8. Privacy

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.