

Terms & Conditions of Membership

Grit & Grace Fitness

Unit 7, Riverside Commercial Centre, Riverside Road, Barnstaple, EX31 1QN

Website: www.gritandgracefitness.co.uk

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1. Membership Details

Membership Options:

- **Unlimited Membership:** £84 per month
- **Limited Membership:** £65 per month
- **Drop-in Fee:** £12 per session
- **10-Class Pass:** £90

Payment Terms:

- Memberships are billed via direct debit on the 1st of each month.
- Memberships taken out after the 1st of the month will be pro-rated.
- A minimum **one month's notice** is required for cancellation.
- Late payment will result in one reminder sent to the member via email or phone. If still no payment is made within a week of this reminder, the membership will be terminated.

Trial Period:

Non-members can sign up to **three free classes** via Team Up Booking System.

2. Member Responsibilities

Code of Conduct & Gym Etiquette:

- Members must conduct themselves in a polite and respectful manner.
- Abuse, bullying, swearing, or any form of inappropriate behaviour is strictly prohibited.
- Arrive **5 minutes before class** and wait until invited onto the gym floor.
- Keep personal music at a reasonable volume to avoid disturbing others.
- Support fellow gym members and contribute to a **positive atmosphere**.

Dress Code & Hygiene Policies:

- Clean up any mess and return equipment after use.
 - Alert staff of any spillages, equipment issues or breakages.
 - Be mindful of others before removing your top. Removal is **not permitted** when anyone under 18 is present.
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3. Health & Safety

- All members must complete a **PAR-Q health questionnaire** before using the gym.
- Members must sign a **waiver of liability** before participating in activities.
- If you have a medical condition, consult a healthcare professional before beginning exercise.

Health & Safety Policy:

- Users must follow staff instructions and posted safety guidelines.
 - Any injuries or hazards should be reported immediately to gym staff.
 - Use proper technique when using equipment; seek assistance if needed.
 - No unauthorised personal training or coaching is allowed.
 - Users must dress appropriately in gym clothing and trainers. No bare feet allowed.
 - No food can be consumed on the gym floor and drinks must have an enclosed lid to minimise the risk of spillages.
 - The gym reserves the right to deny entry to anyone deemed a safety risk.
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4. Facility Rules

- **User Age Limit:** All users must be over 16 years old.
 - **Operating Hours:** The gym will be open **15 minutes before classes and 15 mins after class ends** (see our timetable for details).
 - **Holiday Closures:** Check the website or social media for updates.
 - **Equipment Usage:** Wipe down equipment after use and return it to its proper location.
 - **Pets:** No pets allowed in the gym unless by prior arrangement with the owners.
 - **Under 16's:** Parents must keep children under 16 under close supervision. Children can sit in the waiting area but are not permitted to use any equipment or the gym without coach supervision. Staff reserve the right to ask parents to leave if their children cause disruption to others or their behaviour is deemed inappropriate.
 - **Reception Area:** Only staff are permitted to enter the reception area and operate the music system during classes.
 - **Class Bookings & Cancellations:**
 - Cancellations are refundable up to **24 hours before** the session.
 - Cancellations made within **24 hours** will not be refunded.
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5. Cancellation & Refund Policy

- **Notice Period for Cancellation:** **30 days' notice** is required.
 - **Refunds:** Membership fees are **non-refundable**. Refunds for classes and workshops will be issued if cancelled **more than 24 hours** before the session.
 - **Membership Freeze Policy:**
 - Memberships may be frozen for up to **60 days**.
 - An end date for the freeze must be provided at the time of request.
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6. Privacy & Data Protection

- Personal data will be securely stored on a **password-protected system**.
 - Member data will only be used for legitimate business purposes.
 - Grit & Grace Fitness complies with **UK GDPR regulations** regarding the handling of personal data.
 - Members can request access to their data or request deletion at any time.
 - Marketing communications will only be sent if **explicit consent** is given.
 - Members may withdraw their consent for marketing at any time.
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7. Marketing & Media Consent

- Members and users may be asked to **consent to photography and video recording** for promotional purposes.
 - Consent may be revoked at any time by informing the coaching team.
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8. Future Update and Changes

- Every April the prices of all membership and drop in packages will be reviewed and are subject to change.
 - All members will be informed of changes to membership prices via email at least 30days prior to the change.
 - These terms will be reviewed annually. Members will be informed of any changes via email.
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9. Legal Considerations

Dispute Resolution Process:

- Any disputes should first be raised directly with Grit & Grace Fitness management.
- If a resolution cannot be reached, disputes may be escalated to **mediation or arbitration** before legal action is considered.
- Grit & Grace Fitness reserves the right to **terminate memberships** due to non-compliance with these terms.

Governing Law:

These terms are governed by and interpreted under **UK law**.

By signing up for a membership or using the facilities at **Grit & Grace Fitness**, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

Last Updated: [2nd March 2025]