



TERMS & CONDITIONS

1. MEMBERSHIP TERMS

Definitions

“Club” means Gravity Pilates.

“Initial Term” means the full calendar month from the date you sign your membership contract.

Your membership fee will be based upon the date you join of month the membership would then renew the following month. Your membership will continue on a rolling monthly payment until cancelled by you, the member giving a minimum of 30 days written notice period.

“Membership Fee” means the fee attributable to the membership you have selected, the amount of which will be specified in your membership contract.

“Registration Fee” means a one-off amount that you will need to pay when commencing a new membership.

“We” / “Us” means Gravity Pilates with company number _____.

“Writing” includes emails. When we use the words “writing” or “written” in these terms, this includes emails.

Any notice in writing to the Club will be deemed received by the Club:

on the same day, if hand delivered by the member to the Club reception;

on the second business day, if sent by post to the address of the Club;

upon receipt of a return email from the Club acknowledging receipt of your notice by email.

Any notices received by the Club by email will be acknowledged within 48 hours.

Following expiry of the Initial Term, you may terminate your membership at any time by giving the Club a minimum of thirty (30) days’ written notice. Notice must be submitted to the Club in writing via e-mail communications.

Due to the 30-day notice period, one further membership payment instalment may be required before your membership officially ends.

It is your responsibility to cancel the Direct Debit instruction with your bank only after the final payment has been taken.

If you send your notice by post, we recommend recorded delivery. It is your responsibility to ensure that your cancellation notice has been received by the Club. If sent by email, you should receive an acknowledgment within 48 hours. If no

acknowledgment is received, it is your responsibility to contact the Club to confirm receipt.

Memberships are not refundable or transferable.

You must be aged 18 years or above to become a member of the Club.

2. STARTING YOUR MEMBERSHIP

You may need to pay a Registration Fee when you join. The amount of the Registration Fee will be specified in your membership contract.

Your membership runs for the Initial Term and then continues on a rolling basis until terminated in line with these membership terms.

You must pay your Membership Fee annually or monthly in advance, as agreed in your membership contract.

If you pay by monthly, you will need to pay an amount to cover your Membership Fee from the day that you join for a calendar months payment.

You must pay the Registration Fee and the relevant Membership Fee as soon as you are accepted for membership. By prior arrangement, you may pay the yearly Membership Fee as a single payment.

If you fail to pay any amount due under your membership contract for a period of more than thirty (30) days, we reserve the right to pass the debt to a debt collection agency. Any reasonable and proper expenses incurred in collecting the debt will be borne by you.

If purchasing a class pack membership, it will be valid until the stated expiration date. Any unused classes will be forfeited after expiry.

Class pack memberships are personal to you and cannot be transferred.

You must not lend your class passes to another person.

3. MEMBERSHIP CONFIRMATION

We will issue you with a membership confirmation email which must be presented each time you visit the Club. Entry may be refused if you cannot provide your membership confirmation.

You may be required to provide photographic ID to enable us to issue your membership confirmation. No copies of photographic ID will be retained.

If you lose your membership confirmation, a replacement fee may apply.

Your membership is personal to you and may not be transferred.

You must not lend your membership confirmation to another person.

4. CHANGING YOUR MEMBERSHIP

If you change membership options, your membership payments will change to the current rates advertised for new members at the Club.

Payment changes will take effect from the next billing cycle following confirmation of the change.

We reserve the right to vary these membership terms at any time by giving at least 30 days' written notice. If you do not agree to the revised terms, you may end your membership by giving 30 days' written notice.

After the final payment has been made, it is the member's responsibility to cancel their payment with their bank.

5. ADDITIONAL CHARGES

Some facilities and services may incur additional charges. Current charges are available from Club reception and may vary from time to time.

Management reserves the right to amend prices and will notify members in writing of any changes.

Guest passes may be purchased on line. Members introducing guests are responsible for their conduct at all times.

Guests must comply with all Club Rules.

Grippy Socks are mandatory and must be worn at all times.

6. FAILED PAYMENTS

If a payment fails, we will notify you in writing. Entry to the Club may be refused until payment is received.

Cancelling your payment does not constitute notice to cancel your membership. Written notice must be provided in accordance with these terms.

If any payment is returned unpaid, you will be liable for:

- (i) an administration fee of £15; and
- (ii) any additional reasonable costs incurred in recovering outstanding fees.

7. CANCELLING YOUR MEMBERSHIP

We may cancel your membership immediately if:

you repeatedly breach these terms or Club Rules;

another person uses your membership to access the Club;

you use abusive, threatening, or violent behaviour;

your conduct prevents other members from enjoying the facilities.

If membership is terminated for these reasons, we may retain a proportion of fees paid to cover reasonable costs incurred.

8. YOUR RESPONSIBILITIES

You are responsible for all Membership Fees and additional charges until your membership ends in accordance with these terms.

You must ensure your contact details remain accurate and up to date.

You must comply with all Club Rules, including appropriate dress, safe equipment use, hygiene standards, and respectful conduct.

You must not use the facilities under the influence of alcohol or drugs. Smoking and vaping are prohibited on the premises.

External personal trainers are not permitted. Only approved trainers may provide services at the Club.

Photography or video recording of other members is strictly prohibited.

CCTV is in place at Gravity Pilates for members safety and security.

9. CLASS CANCELLATION & NO-SHOW POLICY

All classes must be cancelled at least 24 hours before the scheduled start time.

If a class is cancelled within 24 hours of the start time, or if you fail to attend a booked class (no-show):

Monthly Unlimited Members will be charged £20 (one class)

Class Pack Holders will lose one class credit

These charges apply regardless of reason, including illness, lateness, or scheduling conflicts.

10. LIABILITIES

The Club accepts no liability for loss or damage to personal property or personal injury, except where caused by the negligence of the Club or its employees.

You confirm that you are physically fit to participate in exercise and have sought medical advice where necessary.

Any accident or injury must be reported to staff immediately.

11. HEALTH COMMITMENT STATEMENT

You agree to the UK Active Health Commitment Statement and PAR-Q.

12. YOUR PERSONAL DATA & GENERAL

Your personal data will be processed in accordance with our Privacy Policy.

These Terms & Conditions are governed by English law and subject to the exclusive jurisdiction of the English courts.