

## **SPACE – TERMS & CONDITIONS**

Welcome to your fitness journey at SPACE. Our team of highly trained and experienced coaches hold a minimum of Personal Training Level 3 qualifications, with many holding specialist qualifications in addition. Our coaches follow a robust Safeguarding Policy. Our team is committed to helping you achieve your health & fitness goals in a safe space.

SPACE reserves the right to refuse registration of a participant onto any of our products for any reason, which can include medical reasons.

### **PAYMENT TERMS**

Payments for a course booking must be made online through our app and in advance of the participants first class.

Our app can be downloaded from the App Store here;

<https://apps.apple.com/gb/app/space-movement-wellness/id6446772422> or for Android here;

<https://play.google.com/store/apps/details?id=com.fitnessmobileapps.spacemovementwellness36330>.

Payment can be made using the following cards;

- Visa
- Mastercard
- JCB
- Maestro
- Payment is accepted in GBP.

We operate an auto recurring payment system. The payment date will remain each calendar month & on the same date as the initial booking was made, ie: a booking made on the 10<sup>th</sup> January will reoccur on 10<sup>th</sup> February, 10<sup>th</sup> March etc.

- If you wish to change your membership to a different product, please contact a member of the SPACE team.
- Upon enrolling, customers must accept terms & conditions & the liability waiver to confirm their booking & payment plan.
- Any discounted products can only be applied at the discretion of SPACE & may we withdrawn. Discounts will not be backdated.

### **CANCELLATIONS**

- Any class cancellations will be communicated to you at the earliest possible time.
- SPACE will not offer refunds for participants that are unable to attend their scheduled class.
- If you wish to cancel your membership with SPACE, please inform SPACE at the earliest possible time, prior to cancelling your payment. SPACE reserves the right to collect any payment due.

## **REFUNDS**

- If a coach is not able to take their usual scheduled classes whether through holiday or sickness, a temporary replacement coach will cover the period of absence. Refunds will not be made by reasons of classes being delivered by a replacement instructor.
- If a coach leaves SPACE, another coach will be provided to take over those classes. Refunds will not be provided by reason of departure or change of coach.
- Exceptions may apply in relation to medical conditions as set out above & is at the discretion of SPACE.

## **HEALTH**

- Prior to your classes, health concerns may arise that could affect your ability to continue safely. In these circumstances SPACE reserves the right to require you to provide a note/letter from your doctor/physiotherapist or any other appropriate health professional before you continue with classes.
- If SPACE determine that health concerns mean that you should not start/continue with classes, any classes paid for but not taken, can be put on hold, or refunded, at the sole discretion of SPACE.
- Please note, it is you as the participant's sole responsibility to disclose any medical condition, illness or injury that could affect participation in classes.
- Please be aware that SPACE staff cannot diagnose and/or prescribe treatment for any form of injury, illness, or medical issue.
- If you feel unwell in any way, you should not attend your scheduled class.

## **PERSONAL DATA & GDPR**

SPACE takes your privacy seriously; this section explains the ways in which we may use the information you have provided during the booking process. If you have any queries concerning personal information, please contact a member of SPACE management team.

- Your personal data can be requested and sent to you at any time by contacting a member of SPACE management team.
- By booking onto one of our products/memberships, you are accepting our terms and conditions.
- We will, on occasion, take photographs and/or video footage of our lessons or special events relating to SPACE for marketing purposes. We will obtain separate consent for this, and you have the right to opt out of this and/or refuse the use of any imagery that you appear in, by contacting in writing a member of the SPACE management team.
- We reserve the right to retain copies of all documentation submitted by you for up to 12 months after inactivity (not being booked onto a class/membership). After 12 months of inactivity, all data that can personally identify you will be deleted from our system, even if we refuse registration, you decide not to go ahead with membership or if your membership is terminated by us for any reason.
- You can opt into methods of contact for additional marketing, either at point of booking through our app, the Mindbody platform or with a member of SPACE

management team. If you choose not to be contacted, this means that we cannot email, call or text you about any additional classes or events we may be offering.

- You may opt out of these additional marketing contacts at any point by contacting in writing a member of the SPACE management team.
- You do not need to opt in to contact to be able to receive our automated emails when you join.
- Your information will be shared with any coach that may take the class that you are enrolled into.
- Your information may also be shared within the SPACE management team so that they can effectively manage your requirements and needs within our venue.

### **MISCELLANEOUS**

- We ask members to respect any restrictions in place from SPACE for Health & Safety &/or insurance policy purposes.
- SPACE does not accept responsibility for the loss or damage to any clothing or personal items at our venue. If you have lost property, please contact a member of the team.
- SPACE have the right to offer incentives to new & current customers as separate entities & these are not directly comparable to each other.
- SPACE will primarily contact you via email or by posting updates across our social media platforms. All questions or queries can be directed to [hello@spacegla.com](mailto:hello@spacegla.com) & we endeavour to respond within 48 hours.

### **CAMPAIGNS**

- Founding membership offers ensure the discounted membership price is locked in for 3 months. This is at the discretion of SPACE.

If you have any questions about our policies or procedures, please don't hesitate to contact a member of the SPACE management team.

I warrant that the information provided as part of this agreement is accurate, true, and correct. I have read, understood, and agree to abide by the terms and conditions laid out in this agreement and understand that they may be amended by SPACE at any time. I agree that this will form the basis of a contract between myself and SPACE in relation to fitness, movement & wellness activities carried out on site.