

## Terms and Conditions of Booking with Slice FitBox

- FitBox and Slice Fitness opens their gym and classes by booking throughout the year with a break for Christmas; our schedule is subject to seasonal change and variation.
- We reserve the right to cancel classes, amend schedules or close for holidays.
- We will do all we can to ensure you are informed as early as possible in the event of changes and cancellations so you can make alternative plans.
- Clients are entitled to 1 free initial consultation prior to registration for a FitBox Gym Membership.
- Payment must be made prior to the commencement of any service booked.
- Payments are not refundable but are transferable if cancelled or rearranged prior to 3 hours before the commencement of that service.
- When purchasing multiple classes all bookings will be honoured for the lifetime of the business.
- It is the Clients responsibility to book services and make note of any schedule changes due to holidays or other circumstances.
- Please read all terms before agreeing to purchase.
- If you wish to rearrange bookings this can be done by logging in online or via the Slice FitBox app.
- Bookings can be cancelled at any time up to 3 hours before a class commences. Classes cancelled within 3 hours of a class commencing will be charged.
- If you do not cancel or rearrange a class booking you will be charged for that session.
- If you are unable to cancel or rearrange a session online contact Slice FitBox directly to request they process it for you. Contact via email on [info@fitboxpt.com](mailto:info@fitboxpt.com) within the time period required before the start of your class.
- All inquiries can be dealt with directly through Slice FitBox.
- If you choose to take up personal sessions with one of our team of trainers, it is your responsibility to make sure that Slice FitBox is informed and you are booked into the facility.
- For cancellations of all one-to-one sessions with less than 24 hours notice, full payment will be required.
- By checking the box on registration you are agreeing to all the terms laid out in and our a liability waiver. Make sure you have read and understood this before you check the box.
- If you have any health concerns on completing our health screen form please contact [info@fitboxpt.com](mailto:info@fitboxpt.com).
- If your health status should change, you must inform us via email.
- Trainers will make every attempt to ensure clients are not overlooked during sessions. Please note however that we cannot be responsible for any accident or emergency that may occur.
- Our Commitment to Data Security - Your personally identifiable information is kept secure. Only authorized employees, agents and contractors have limited access to this information. All emails and newsletters from our sites allow you to opt out of further mailings. Slice FitBox will never sell trade, rent, exchange or otherwise share your personal information with any other person, company or organization.

## Cancellation Policy

If you wish to rearrange a class booking then please do so at least 3 hours prior to the start of the class by going to your login on the booking system or via the Slice FitBoxapp.

Class bookings can be cancelled at any time up to 3 hours before a class commences. Classes cancelled within 3 hours of a class commencing will be charged.

If you do not cancel or rearrange a class booking in because of limited numbers you will be charged the casual rate for that session as you have taken a space someone else could have benefited from.

For cancellations of one to one sessions with less than 24 hours notice, full payment will be required.

If you are unable to cancel or rearrange a session online or via our app please contact Slice FitBox directly. E: [info@fitboxpt.com](mailto:info@fitboxpt.com)

### Purchase & Refund Policy

By clicking through to checkout and purchasing you confirm you have read and accepted our terms and conditions.

Purchase of classes and personal appointments are non-refundable.

We make exception for clients who develop a medical condition (e.g. serious injury, pregnancy, or etc.) after the date of the initial purchase that prevents safe participation in exercise.

A refund on medical grounds should be requested up to 7 days from the date of incident or injury by email to [info@fitboxpt.com](mailto:info@fitboxpt.com) and requires supporting documentation (e.g. doctor's note).

### General Terms and Conditions of Membership

The Membership Application process sets out the fees payable when you join Slice FitBox. The membership fee and any other fees are payable in advance by each member (irrespective of actual use of the facilities and services) for the level of service access subscribed to. Membership is automatically renewed each month for pay monthly contracts and after the specified end date for other contracts of restricted term.

- Memberships can be cancelled ONLY in writing to the Manager of Slice FitBox via email to [membership@fitboxpt.com](mailto:membership@fitboxpt.com). The cancellation procedure will detail the last payment date, the total payment amounts outstanding and membership termination date. Cancellation must be received providing one full payment months' notice e.g. cancellation on or before 31 December will terminate membership on 31 January. On cancellation you remain liable for one calendar month's subscription during the notice period. Cancelling your instruction directly.
- We operate a 14-day 'cooling off' period for all memberships during which, should you change your mind about being a member of Slice FitBox, we will reimburse your membership fee. If you use of the services during the 14-day period, we will deduct the cost of any visits used from this refund at the casual visit charge rate. All requests for cancellation/refunds must be made in person or by email.
- If your payment fails when due your membership will automatically terminate, please contact us although Slice FitBox will email to advise you of this. An administration fee of £10 may be charged for each failed payment.
- A member who terminates their membership payments will have no claim to any refund of their charge(s). A member whose membership is terminated will forfeit all the privileges of membership.
- Members will be refused entry if outstanding payment issues are not settled immediately.

- Membership may be refused or rescinded with good reason at the discretion of the management at any time and admission to Slice FitBox premises may also be refused to any member or their guest at the discretion of the management.
- Membership is personal to the member and may not be assigned transferred sold on or otherwise dealt with and members who 'lend' their membership to third parties will have their membership rescinded without a refund.
- Membership fees and other fees are reviewed periodically. Subscription charges are as posted and may be varied by the management without notice. Automatic payment subscribers will be given at least 10 working days written notice of any changes to the email address provided by the member.
- Any fees paid in advance cannot be refunded under any circumstances. Slice FitBox provides membership options and the greater the commitment the lower the overall rate. In exceptional circumstances such as injury, ill health or pregnancy, the company (at its sole discretion) may agree to refund and therefore terminate any remaining part of a membership with reasonable documented evidence.
- To qualify for any discounted membership options you are required to supply or use evidence of your eligibility.
- Membership can only be suspended for any period of time in extenuating circumstance by arrangement in person with the Manager at Slice FitBox. In the case of the need to suspend a membership it may be more appropriate to visit us to suspend your membership.
- All members agree to abide by the "Gym Rules" as posted in the premises and on the website [www.slicefitness.co.uk](http://www.slicefitness.co.uk). Copies are available for members if requested. In the event of any dispute as to the meaning of the Gym Rules or of these Terms & Conditions the reasonable interpretation of Slice FitBox Managers shall be final and conclusive.
- Membership may be withdrawn with no refund if any member breaks the Gym Rules.
- Neither Slice FitBox nor the employees or agents of Slice FitBox or Marsh Enterprises Ltd. shall be liable for any loss damage or theft of personal property belonging to any member or any guest of a member or otherwise occurring on the premises whether or not such property is left in lockers provided for the use of members and guests.
- Neither Slice FitBox nor the employees or agents of Slice FitBox or Marsh Enterprises shall be responsible for any injury occurring on the premises whether as a result of the use or misuse of the facilities and/or equipment provided by Slice FitBox or otherwise in the absence of negligence on the part of Slice FitBox their employees and/or agents.
- Slice FitBox reserves the right to vary these Terms & Conditions on not less than 28 days notice to members. Notice of any variation will be validly given to members if posted in a prominent position in the premises.
- Slice FitBox's General Terms & Conditions as varied from time to time are deemed to be accepted and binding by persons applying for membership. All new member membership applicants must sign their acceptance of such Terms & Conditions of membership. Slice Box's General Terms & Conditions are available upon request or on our website [www.slicefitness.co.uk](http://www.slicefitness.co.uk).