



Your Investment in Your Health & Fitness Monthly Membership Packages

TERMS AND CONDITIONS

RETURNS AND CANCELLATIONS POLICY

The cancellation/refund policy below applies to all purchases made from Fix My Fitness including via the Website (www.fixmyfitness.co.uk) and on the PTminder App. By placing an order with us you agree to accept the following cancellation/refund policy. If you do not agree to the policy below then you should not make a purchase on the website, in person or via the App.

ORDER CANCELLATION/REFUND POLICY

You may cancel your order for up to 1 hour after the transaction. If you cancel within this period, any payments made by you will be refunded within 30 days. If you do not cancel within 1 hour, we will confirm your order. Once confirmed, an order is non-refundable except under the terms of "Sam's Personal Guarantee". It may be transferable to another product within the same term at the discretion of Fix My Fitness, subject to availability and suitability, but a transfer is not guaranteed. Order cancellations must be made in writing by email, quoting your name and/or order number to sam@fixmyfitness.co.uk

SAM'S PERSONAL NO RISK GUARANTEE

My personal guarantee means that you can sign up for a Membership package, attend one class, and if you don't think you have made the right choice, I will give you a full refund after the first class. This is my way of giving you a no risk opportunity to discover for yourself the benefits of these classes to become a fitter and healthier you. If you are unsatisfied or unhappy with your membership, you are entitled to a refund after your first class of your membership plan and for up to 24 hours following your first class. Refunds must be requested in writing to sam@fixmyfitness.co.uk

MEMBERSHIP CANCELLATION

When signing up as a Fix My Fitness member, you join for a minimum term of 3 months, however you can cancel your membership at any time provided we have a minimum of one month's notice. This notice must be provided in writing by emailing sam@fixmyfitness.co.uk

MEMBERSHIP START DATE

Your membership start date is the pre-agreed date you chose to start on your membership from. This date can only be changed once before your membership starts.

CLASS CANCELLATION / ACCOUNT CREDIT RETURN POLICY

Classes can only be booked using account credits via the PTminder App, website booking options or via email to sam@fixmyfitness.co.uk or text message to 07712 588385. Once a class is booked, a credit is deducted from your account. Classes may be cancelled at least 2 hours before the start of the class via the app, website, email or text options and NOT via Facebook Messenger. Account credits will only be returned to your account for cancellations within policy. In the event Fix My Fitness needs to cancel a class, we will attempt to contact all clients via email who booked prior to cancellation and will return any credits to clients who booked prior to cancellation. Members must ensure that they update their account with the correct contact information.

TEACHER SUBSTITUTION

Teachers may be substituted for another suitably qualified teacher at the discretion of Fix My Fitness. As we are still providing a class with the same content and quality, refunds will not be granted in the event of Teacher Substitution.

OUR COMMITMENT POLICY

Fix My Fitness commits to holding a minimum of 9 classes per calendar month. Extensions will only be granted to clients on Membership packages only where classes are not held for more than 1



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week consecutively. Fix My Fitness reserves the right to review and change these Terms & Conditions at any time. We will give you 7 days written notice of any changes.

CLASSES AND MEMBERSHIPS POLICY

Class Credits are to be used in line with your membership package (ie. Number of weekly classes) your credits have an expiration date that is clearly stated on your online account and cannot be used after this date. Please note 'expiration date' is 31 days after the first use. Class credits must be used within each month of your contract. Class credits cannot be carried over to the following month. Any unused expired credits will not be refunded. Exceptions may be made for medical reasons such as illness or injury with accompanying documentation at our discretion. Management reserve the right to refuse to grant credit extensions.

MEMBERSHIPS

Before signing up to a monthly membership subscription with Fix My Fitness, please ensure that you have read and understood these Terms and Conditions thoroughly. By purchasing a Fix My Fitness membership package, you are confirming that you have read these Terms and conditions and agree to be bound by them. These Terms constitute a membership contract between you (the Client) and us (Fix My Fitness). All memberships are non-transferrable.

CONTRACT TERM

The minimum membership contract is 3 months (or as per the contract agreement). You will pay a monthly fee (as per your selected membership package option) which will debit your account automatically every month, commencing from the month following your membership start date

MEMBERSHIP FEES

Your first month's membership fee will be due by cash, card, cheque or BACS, at the time of booking, with the following payment being due by direct debit the same date of the following month. Fix My Fitness reserves the right to review and change membership fees. We will give you 14 days written notice of any changes. If your membership comes to an end and you start it again, your new membership fee will be charged at the prevailing rate at the time of the renewal. If you fall behind with your membership fees and this is not caused by a bank error, we reserve the right to suspend or cancel your membership.

MEMBERSHIP SUSPENSION

You can freeze or suspend your membership for a minimum term of one month. Membership suspension requires 1 month's notice. This notice MUST be requested in writing by emailing sam@samsballroom.co.uk

ADDITIONAL CLASSES

Your monthly membership package entitles you to a certain number of classes per week or month. Additional classes can be added at the rate included in your membership package. Ultimate Memberships £8 per additional class, Standard Membership £8.50 per class and flexible membership at £9 per class. These can be purchased via the PTminder App, members login via the website or by cash or card before the start of the class or by Bank transfer, your class name and date must be used as a reference.

Signed by client:

Signed by Fix My Fitness:

Date: