



TERMS AND CONDITIONS – GYM & STUDIO CLASSES

Please read carefully Sopers House, Media House, Cuffley, EN6 4RY is owned by Sopers House Limited. In this document "Company" means Sopers House, "Club" means Sopers House, Cuffley and its facilities, "Member" means an individual that has agreed to become part of the Company at Sopers House by signing the terms and conditions set out below. "Class Credit" means one class.

In signing this contract, you confirm that you are the Member and that You are ultimately responsible for the contract, the settlement of charges and adherence to the terms and conditions as set out below.

1. Membership Terms

1.1 Monthly membership payments are taken automatically from Mind & Body from your debit or credit card of choice.

1.2 If arrears of over 30 days are incurred, then your membership will be cancelled, and sessions booked will be cancelled.

1.3 It is the Members responsibility to contact Sopers House ('The Company') when your debit/credit card, connected with your account, is due to expire and update these changes with the Company.

1.4 The monthly payment is taken for the month in advance following.

1.5 The Company reserves the rights to increase the monthly payment. For all price increases, notice will be given to the Members in writing.

1.6 Members have the right to suspend their membership for any length of period, however the minimum is 4 weeks. The Member will not be allowed to book into classes.

1.7 If you cancel a class within six hours of the class commencing you will lose a class credit. For example, if you have a total of five classes per month and you cancel one class six hours before the class, you will lose one credit, therefore you would only have four classes left.

1.8 All class credits associated with the monthly payment expire after 12 months of start of contract date.

1.9 All class credits can be used prior to that 12-month end date.

1.10 Termination of the monthly contract will run till the end of the last day of your membership payment. You have the right to terminate the membership at any time, but if a payment has been taken its non-refundable and you will have the rest of the month, until the next date payment is due to use the rest of the credits you have.

2. Classes at Sopers House

2.1 All classes can be booked and cancelled on the Sopers House studio application. Members can also contact reception or email the Members support team, however responses will be slower than using the application and the Company offers no warranty as to the service levels in respect of email correspondence. Contact email for these departments are reception@sopershouse.co.uk or memberships@sopershouse.co.uk.

2.2 We have a 24-hour cancellation policy, if you do not attend or cancel within the 24-hour period, you will still be charged for that session.

2.3 Our classes are on a first come first serve basis, with the ability to book up to a month in advance for a class.

2.4 The Company offer a waitlist, when a space becomes available you will automatically be placed into the class and an email will be sent to prompt you that you have been added to the class.

2.5 Our teachers can refuse entry to anyone who has turned up 5 or more minutes late to class for health and safety reasons, as the Member would have missed out on most of the warmup.

2.6 Members must wear appropriate clothing where either socks, shoes are required. Socks must be worn for Reformer Pilates. No jeans to be worn in any classes. Shoes must be worn in spinning classes. The teacher is entitled to refuse entry, at their sole discretion, to an attendee who is not, in their opinion suitably dressed for the class.

3. Unlimited Contract Terms ('UCT Agreement')

3.1 A UCT Agreement allows you to attend unlimited classes per month, with any class of your choice, in the form of 'class credits'.

3.2 You do not have the ability to share these class credits with anyone else – such a benefit is not transferable.

3.3 If you wish to terminate these terms, you can do so at any time, provided notice is given in writing, and will be able to attend classes for the rest of the month paid i.e. if you pay for the month of June, and cancel on the 10 June, you will still have access to classes until the 30 June.

3.4 If you do not attend or cancel classes with less than 6 hours notice, more than five times in a calendar month, we reserve the right to terminate your contract.

3.5 If you wish to suspend your UCT Agreement, you must suspend by a minimum of 4 weeks.

3.6 If you cancel your class within the 24-hour period of the class you have booked into, you will lose the class credit.

3.7 Having an UCT Agreement also allows you, by way of added benefit, to get 10% off in the café on food and beverages.¹

4. General

In addition to these terms, you also agree to abide by the Sopers House general terms and conditions, which can be found here [<https://sopershouse.co.uk/>]. Where there is an inconsistency between these terms and the general terms and conditions referred to herein, the general terms and conditions, where applicable, will prevail.

I/We agree to the above Terms & Conditions.

Member Signature

Name:.....

Date:...../...../.....

¹ Various exceptions apply.

Representative: Sópers House Representative

Name:

Signed:

Date:/...../.....