



Urban Athletes Terms and Conditions

These terms apply to all members joining monthly membership packages: Semi-Pro, Pro and World-Class memberships.

1. Membership

Your membership will start from the date specified on your membership agreement form if joining at venue or in your 'Welcome' email if joining online or via telephone.

2. Different levels of membership

Semi-pro Membership allows you to attend one bodyweight class per week.

Pro Membership allows you to attend one bodyweight or kit class per week.

World Class Membership allows you to attend unlimited numbers of bodyweight and kit classes.

2. Urban Athletes venues, classes and appointments

We currently permit members to attend classes at any Urban Athletes venue.

Members must book into every class using our online booking system to ensure their place. Cancellation of group classes and/or private training is permitted up to 24 hours before the session time. Any cancellation after that point will forfeit the session. If for any reason Urban Athletes has to cancel a session within the 24 hour period, an additional 'good-will' session will be granted to the member by way of apology for any inconvenience caused.

3. Class timetables

All timetables are accessible via our online system.

We may on occasion need to make temporary changes to our class timetable. If possible we will notify you of our intention to do this.

4. About your membership fees

a. Joining fee

The joining fee applies to all memberships. If you cancel and want to rejoin, a further joining fee may apply.

Any joining fee payments will be taken in advance by credit or debit card.



b. Pro-rata membership fees

You will pay your first month's pro-rata membership fee in your first payment. The first payment will normally be taken within 15 working days of your membership start date.

c. Monthly membership fees

Monthly membership fees must be paid in advance of sessions. This will be taken from your bank account on the first working day of every month.

d. Missing membership fee payments

If you don't pay your membership fee on time, we or our processing agent will e-mail to tell you. We will continue to attempt to collect your subscription unless you contact our membership team and arrange alternative payment. You may be charged a one-off non-payment fee of £15 for this.

In addition we may charge you up to £30 if we refer your arrears to a debt collection agency.

Until your fees are successfully collected and your account brought back up to date your membership will be suspended and you will be unable to attend classes.

e. Fee changes

We review our membership fees from time to time. We will give you at least one calendar month's written notice of any such changes.

5. Suspending, cancelling or transferring your membership

a. Suspending your membership

You can suspend your membership at any time. You can only suspend your membership for full calendar months for a period of up to three months.

Suspension may be activated from the start of any calendar month by giving us at least five working days written notice before the end of the previous month. Your membership will then be suspended from the first day of the following month. For notices received less than five working days before month end, membership will be suspended on the last day of the following month.



Medical conditions: If you have a medical condition which prevents you from training temporarily, we allow an extended suspension period. Medical suspension periods can be a maximum of twelve months. We will require proof of your medical condition (such as a doctor's certificate). We will suspend your membership upon receipt of doctor's certificate or other proof. Any membership time paid but not used after this point will be credited back to you in training time upon your return.

When suspending your membership you will need to supply a re-start date; your membership fee payments will automatically re-commence on that date. You are responsible for ensuring that we have received written notice of your intention to suspend your membership and a re-start date.

b. How to cancel your membership

Should you wish to cancel your membership you must give us at least five working days written notice before month end. Your membership will end on the last day of that month. For notice received less than five working days before month end, membership will end on the last day of the following month.

Notices received after 17.30 will be deemed to have been received on the next working day. You are responsible for ensuring that we have received your written notice.

c. How to transfer your membership

Your membership is personal to you and cannot be assigned or transferred to another individual.

d. Refunds

No refunds of paid-for services will be offered except in exceptional circumstances, at the discretion of Urban Athletes.

6. Our right to cancel your membership

We may cancel your membership immediately if you:

- Break these terms and conditions
- Put the health, safety or wellbeing of other members or our employees at risk
- Allow other people to use your membership to attend classes



- Engage in disruptive or violent behaviour

7. Our responsibility to you

We are not legally responsible for any possessions you lose or that are damaged or stolen at the venue by anyone unless we have been negligent. If you have an accident or injure yourself at one of our classes you must report this to the instructor straight away.

8. Your personal information

We take our responsibility for looking after your personal information very seriously. You can find out how you can see the information we hold about you or how to ask us to change this information in our privacy policy which is on our website <http://www.urban-athletes.co.uk/privacy>

You are responsible for informing us about any changes to your personal information.

9. Changes to these terms and conditions

We may change these terms and conditions. We will give you at least 30 days notice to inform you of any significant changes that may affect your membership and also publish the updated terms and conditions on our website.