

Brightline Performance Ltd T/A Bounce Gym
Terms and Conditions FOR OUR MEMBERS AND CLIENTS

Terms & Conditions of Membership

Definitions

In these Membership Terms and Conditions the following definitions apply: 'the Gym' / 'we' means the Bounce Members gym; 'the Company', means Brightline Performance Ltd. 'Linked member' – is anyone who is linked to your membership.

Contract

The person who signs the membership application is individually responsible under this agreement and is the Lead member. We will only accept changes of membership instructions from the Lead member. Linked members cannot make changes to the membership.

Minimum Age

Gym Membership is limited to persons who are 15 years and above.

Kids Class Membership is limited to kids aged 8-14 years.

Gym Facilities

Before you start using the gym we will have the option to have a supervised gym induction session with one of our qualified fitness coaches. All new members will receive a safety talk. If you have concerns about your physical condition, you must not do strenuous physical activities without first getting medical advice.

Liability

Members bring all personal belongings to the club at your own risk. We do not accept legal responsibility for any loss or damage to these items other than the liability which arises from our negligence or our failure to take reasonable care. We do not accept liability for any injury or death of any member that may happen on the premises other than the liability which arises from our negligence or our failure to take reasonable care.

Payment Of Fees

The lead member is responsible for payments of all membership fees for themselves, plus any linked members. Memberships are charged on a rolling monthly basis, to be paid monthly in advance by credit/debit card or Direct Debit.

Cooling Off period

You have a 'Cooling Off' period of 7 days starting on the date a contract is formed. If you wish to cancel your membership in this period, you must notify the gym in writing. We will cancel your contract and refund to you your initial payment.

Health and Safety

No food or drink except water should be brought into the gym. No pets, unless registered working assistance dogs. To protect the safety of all members please observe all health and safety notices. Fire

exits are clearly marked- in case of fire make your way to the fire assembly point in the car park. If you suffer an accident /injury please report to the duty gym instructor. No smoking is allowed in any parts of the gym.

Suspension of Membership

We expect all members to wear appropriate clothing and footwear in the gym and to behave appropriately. Members will be asked to leave or membership suspended if these rules are broken. Please do not use the gym if you have an infectious illness or condition. We will not tolerate our staff or other members to be verbally abused, intimidated or threatened. If we find this to be occurring we may report it to the police and ban you immediately and permanently from the gym.

We will also suspend your membership if your payment fails to be made on the due date and the arrears are not paid within 30 days or if you allow someone to use your membership who has not signed up.

Termination of Membership

Fixed 12 month contract

This is a fixed 12 month contract and termination is not possible unless

- you are injured
- you suffer financial difficulties or lose your job
- you move from the area

Please email memberships@mybounce.co.uk with documentary evidence and we will review your case.

Rolling monthly contract

You may terminate/freeze your membership for any reason by giving notice 30 days before the next payment date. Please download the Cancellation/Freeze form from our website print it out and email it to memberships@mybounce.co.uk. We will email you confirming receipt of your notice and the date of termination.

Membership Fee Increase

We reserve the right, to increase the fees to be charged each year on January 1st, upon reasonable notice each year.

Complaints

If you have a complaint you should tell a member of staff. If you are not satisfied, we would ask you to put any complaints in writing to the email address info@mybounce.co.uk.

Change Of Details

Please keep us informed of any change of address, email address, contact numbers, bank account details for payment and any other information relevant to your membership.

Claims

From time to time we may have to close the gym for refurbishment or because it has been damaged. Under such circumstances no reduction in membership fees will apply but we will give notice.

Vehicles

Vehicles and their contents, parked in any car park or elsewhere on the site are left at the owners risk and we will accept no liability for loss or damage.

If you are under 18 we will need a copy of these terms and conditions signed by an adult BEFORE you can use the gym.

Students

Students MUST provide a copy of a valid Student ID BEFORE they can use the gym.

In the event of any query or complaint in connection with the information we hold about you, please email info@mybounce.co.uk or write to us at Brightline Performance Ltd, Units 1 & 2 Woodman Works, 204 Durnsford Road, Wimbledon, SW19 8DR

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