

COMPANY NAME: Strength and Performance LLP
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Terms & Conditions

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Return / Refund Policy

- Payment for all classes must be received 14 days prior to the scheduled class date to ensure your seat.
- Cancellations within 14 days will not be refunded.
- Cancellations prior to 14 days will receive a credit towards a future class based on availability and similar cost.

Privacy & Security Policy

Commitment to Data Security

Your personally identifiable information is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from our sites allow you to opt out of further mailings. Strength and Performance LLP will never sell, rent, exchange or otherwise share your personal information with any other person, company or organization.

SHIPPING POLICY

- The Goods will be delivered to you at the address you provided during the order process which may be an address other than the billing address, but please note that extra documentation may be needed to comply with such orders.
- We employ professional carriers. Nevertheless, you must examine the Goods on arrival. If you are asked for your signature on delivery, you must examine the Goods before signing for it.
- Any dates quoted for delivering the Goods are approximate only. If no date is specified then it will take place within 30 days or a reasonable time of the date of the Confirmation Notice, unless

there are exceptional circumstances. Typically orders are shipped within 7 days of placing the order

- We shall not be liable for any delay in delivering the Goods, however caused.
- The Goods may be sent to you in instalments.
- For Christmas deliveries, we recommend that you check our Website for the last date of delivery. We will endeavour to dispatch all Goods that are in stock within 24 hours. However, we cannot guarantee delivery by 24th December.

MEMBERSHIP

We have designed these policies in order to give you the best possible membership experience, and to allow us to efficiently and effectively administer all of your memberships with our awesome but tiny office staff! We think these policies are fair, and we will try to always be fair and treat you right. If you think something isn't fair, please come and argue with us about it, but don't say we didn't warn you.

These policies supercede all previous policies and apply to all clients. We reserve the right to update these policies at any time. The term "membership" includes all classes and seminars as well as any nutritional coaching. The term "private training session" includes all individual private training, being 1-1 coaching or Sports Massage. This is not included in your membership .

ALL MEMBERSHIPS AND PRIVATE TRAINING SESSIONS

Initial Commitment: We have an initial commitment at Strength and Performance of 12 weeks. We can help you achieve your best possible results in that first 12 week period. Much like your mobile phone contract.

Monthly membership; after the initial commitment your membership will roll on a monthly basis.

All memberships and private training sessions are non-refundable, non-exchangeable, and non-transferrable. Just like plane tickets.

You receive the full benefit of a membership, much like Sky or any other membership, any hold is subject to our terms and conditions.

All memberships and private training sessions must be paid in advance and in full. The first full month of contract memberships must be paid in advance and in full.

We reserve the right to cancel or reschedule classes and private training sessions at any time to accommodate holidays, special events, or whims of the Owners. No refunds or credit will be granted due to schedule changes.

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We don't think this will happen much, but just in case, we reserve the right to:

- Refuse you entry to class if you turn up more than 5 minutes late.
- Cancel your private training session if you turn up more than 15 minutes late (making the session subject to our cancellation policies as detailed below.)
- Kick you out of class if you are a pain in the ass*.
- Terminate your membership or private training sessions at any time if you are a serial pain in the ass*. Should it come to this, we will refund you the pro-rated balance on your membership or private training sessions.

All memberships are subject to the following rules and limitations:

- **You must sign in to EVERY class you attend.**
- If you are unable to sign into class, you must alert a coach immediately so that your issues may be resolved.
- No workouts outside class.
- Your own mobility drills should be done prior to the class as instructed without any interference with any members doing a class or 1-1 session.
- You should review, understand, and adhere to the House Rules.

Participation in group class is at the sole discretion of the Strength and Performance coaching staff. If the staff has concerns about your ability to safely participate in group class, you may be required to train privately.

* Determination of what constitutes a pain in the ass is at the discretion of the Owners. We are reasonable people, and we would only make this determination if you have driven us to the EDGE.

BILLING, AUTO-RENEWAL & EXPIRATION DATES

Memberships begin on the date you sign up.

Monthly membership renew 1st of the month and you'd be charge a pro rata charge until the end of the first month (i.e. if you sign up on the 11th, you'll be billed until the end of the month and then your first payment starts on the 1st.)

For memberships where this is relevant, the week is Monday-Sunday.

All memberships will auto-renew unless you have specifically arranged with us to terminate your membership after a specific period of time.

Failure to attend class does not relieve you of the obligation to pay for your membership. Contract/Block memberships are a commitment to 3 months of membership. You will be billed three times monthly.

PAST DUE PAYMENTS / WHAT HAPPENS IF YOUR CARD DOESN'T GO THROUGH

We understand that cards are often lost or stolen or expire, and a charge will sometimes be declined. We ask that in this case, you provide us with updated billing information in a timely manner, which we define as within two weeks. Should your requested payment method fail, and should you fail to specify a replacement method within two weeks, we reserve the right to charge any other payment method for you that we have on file.

Payments more than two weeks past due will be subject to a £20 administrative fee.

Should payment be made more than two weeks late 3 or more times, we will send the official Strength and Performance Brute to hunt you down. And also if you have a contract membership, you will have to pay the balance of the contract up front in order to continue.

HOLD POLICY

Memberships may be temporarily placed on hold. This is a courtesy to accommodate serious illness, or injury. Grandfathered memberships cannot be placed on hold. To place a membership on hold, please e-mail info@StrengthandPerformance.co.uk with your requested hold dates and a confirmation that you understand the following hold conditions:

- The minimum hold period is two weeks.
- The maximum hold period is 3 months.
- An administrative hold fee of £50 will be assessed at the start of each hold period.
- Holds longer than one month will incur a £50 charge for each month the membership remains on hold.
- Once 3 months of hold has been reached, the membership must either be reactivated, or it will be dropped and any remaining credit will be forfeited. If we do not hear from you regarding what you would like to do with your membership, it will be dropped and any remaining credit will be forfeited.
- Extensions of an existing hold will be treated for administrative purposes as an additional hold. Holds may be terminated early at any time.
- There are no retroactive holds: you must let us know in advance (minimum 7 days) if you wish to place your membership on hold.
- Upon expiration of the hold, the member's account will automatically become active, and payments will resume.

CANCELLATION POLICY

Any cancellation on the day within 12 hours will forfeit that session.

- Contract memberships: we will allow you to cancel your membership 30 days in advance
- Membership Lapses
- Membership rates remain subject to review.
- Membership lapses include but are not limited to:
- Memberships dropped at the specific request of the member.

- Memberships dropped due to expiration of the maximum hold period.
- Memberships dropped due to non-payment. We will give you a grace period of two weeks to correct any billing issue (expired or invalid credit card) before memberships are dropped for this reason.

BENEFITS OF MEMBERSHIP

These policies are designed to ensure that our athletes receive the best and safest training experience. We believe that participation in our programming under the watchful eye of a coach is critical to success. As someone who knows a thing or two about athletics once said, "Practice does not make perfect. Only perfect practice makes perfect." Please allow us to help you practice perfectly!

Membership confers the following benefits:

- You may attend any Technique sessions once a month
- Membership confers the following benefits:
- You may attend any Class, subject to ability, up to the number of classes specified by your membership type.
- You may engage in supplemental skill training and/or mobility in the 20 minutes before or after any class subject to the following conditions:
 - Supplemental training may not interfere in any way with any class or private training session — it must not be in the way of class or private training, and class and private training have priority use of all equipment.
 - A lead coach may veto supplemental training at any time.

For safety reasons, and because we do not believe that this is a good approach to strength training, barbell weightlifting may not be completed during this time.

PRIVATE & SEMI-PRIVATE

Any talking during coaching cues or disrespect towards a coach will find you either being asked to leave the facility or your membership terminated. Be fully respectful all the members also in the class determined to learn and be better.

Sessions requested through the website must be confirmed by a coach. Please do not consider your appointment final until a coach has confirmed with you. This is particularly true if you are booking at the last minute — a coach will probably not be here at 7am if you booked your appointment at midnight!

We have a strict 24-hour cancellation policy. If a confirmed appointment is cancelled with less than 24 hours notice, you must make up the session, and will incur a nominal £60 charge in order to compensate the coach. To reschedule an appointment with more than 24-hours notice, please contact your coach directly.

For Semi-Private sessions, should any individual member need to miss a session for any reason, that individual must arrange to make it up. This will be a private session that incurs a nominal £60 charge in order to compensate the coach. If at all possible you should arrange to make up the session you missed prior to the next scheduled group session.

All sessions have a 3 month expiration on the start date with your trainer. Should a greater amount of time elapse, you must begin Your block again.

All sessions expire 3 months after purchase.

Graduation to Strength and Performance Strong Programs is subject to the coaches discretion.

Private training is exclusive at Strength and Performance and prices are non-negotiable.