

# concessionary cancel anytime T&C's

## description

### Looking for something more casual?

Join our £33 rolling monthly membership that you can cancel at anytime\*! Please note that if you're a new member or are renewing your membership after a cancellation an automatic £25 enrolment fee will be added to your first payment.

To see if you're eligible for our concessionary prices, please read our agreement terms or speak with a member of The Bridge Team.

**\*To cancel your membership, we need 7 days' notice before your monthly billing date otherwise payment may still be taken.**

The membership includes:

- complete access to our fully equipped women-only gym, seven days a week;
- access to our full programme of studio fitness classes;
- an optional hour-long group induction with one of our Health and Wellbeing Trainers where you'll come away with knowledge and confidence on how to best use our gym for your health and wellbeing goals;
- 10% off food and drink in our café – The Bridge Social;
- a friendly gym team, always on hand to help on the gym floor.

**Join a supportive and welcoming community of women helping one another to achieve their fitness and wellbeing goals.**

## The Bridge Central App

### download our app

If you haven't already done so, we encourage you download our App. It exists to make your experience with us the best it can possibly be. Use it for quick and easy check-in at reception, to book on to our range of classes at the tap of a button, and to receive important updates and reminders directly to your phone.

Simply search 'The Bridge Central' in your app store and use your account details to log in and get started!

## agreement terms

### introduction

Your agreement is with the Bridge Central (working name The Bridge), a registered charity (no.1071315) and a company (no.03606940) with registered office as 73-81 Southwark Bridge Road, SE1 0NQ.

This is a legal agreement between you and the Charity, so please make sure that you read it carefully and that you understand it.

By signing up to any of our membership options, you're agreeing to adhere to the Terms and Conditions and the Rules and Regulations set out by The Bridge. These documents are available on request, when you sign up for a membership, and on our website.

### the basics

By registering for the monthly cancel anytime concessionary membership, you're agreeing to a rolling payment of £33 each month from date of registration. Your membership will start on <AGREEMENTDATE>. The first payment is due on the membership start date and the membership auto-renews every month. If you're a new member an automatic £25 enrolment fee will be added to your first payment. So, the total value of your first payment will be <FIRSTPAYMENTTOTAL>.

To cancel your membership please read our cancellation policy below.

We'll need you to provide satisfactory evidence of your eligibility for your concessionary membership. This may be evidence of benefit payment or official letter confirming entitlement to payment from Council, Job Centre or similar governing body.

You're eligible for this concessionary membership if you're receiving:

- Job Seekers Allowance (JSA)
- Housing and Council Tax Benefit
- Carers Allowance
- Working Families' Tax Credit/Child Tax Credit/Income Support/Employment and Support Allowance (ESA)
- Universal Credits (UC)
- Disability Allowance
- Council Tax Support/ Reduction
- or if, you're seeking asylum.

Please bring the evidence with you on your first visit as it is a requirement before you access the gym with this membership. Please note we may also request to see this every 3 month during the membership period.

If you've got any queries about whether you're entitled to our concessionary membership, please contact [info@thebridge-uk.org](mailto:info@thebridge-uk.org).

With the cancel anytime membership, you can attend all standard fitness classes, unless stated otherwise on our website or timetable. Please note, that some classes run by external instructors, events, and workshops may be excluded from this membership, or you may have to pay extra.

### **your membership fees**

By signing up to the gym, you're agreeing to the cost of your chosen membership.

If you're not sure about the fees you're paying, please speak to a member of our team before signing up to the gym.

You must pay all your membership fees for the entire period of your contract, even if you don't use our facilities and services.

### **payment**

Payment may be made by credit or debit card. Your membership fees will be payable each month of your contract period and will become due on the same day each calendar month.

If you're a new customer, your autopay payments will be made on the same day as your membership start date each month.

### **non-payment of membership fees**

There could be various reasons why you have not paid the monthly membership fee you agreed to pay because:

- the card details you gave us were wrong;
- there wasn't enough money available in your bank account; or
- you cancelled your membership without giving us notice.

If your membership fees become overdue and you owe us payments, you'll not be allowed to enter the gym until your payments are up to date.

If the card details, you gave us were wrong or there was not enough money available on your bank account:

- we'll ask you to update your correct card details on your account via The Bridge App, the website or at reception. This will have to be done before you can access the gym.
- if, after the second month, you still owe us the payment, we'll cancel your membership from the end of that month or the end of your commitment period.
- we may appoint a debt-collection agency to collect any payments you owe, and you may have to pay any costs associated with this, including court costs.

### group inductions

All memberships include a free group induction intro offer, where you'll be introduced to our equipment facilities and gym rules by one of our trainers. Please note, your free group induction expires one month after you bought your membership. You can book your group induction via the App, or at reception.

We understand that you may have used many gyms in the past, but each gym's equipment is different so for your safety and ours, please book an induction as soon as you join. We'll book you on to the first available group. This is a free induction and ideally, you should do it before you start using the gym. If for any reason you can't, you must do it within 2 weeks of starting your membership. By agreeing to these Terms and Conditions, you're agreeing to take part in an induction.

### cancellations

You can early cancel a scheduled group induction 6 hours before the appointment starts. If you early cancel, you can re-book via the App or by speaking to a member of The Bridge Reception Team.

If you cancel after the 6-hour cancellation window or you don't show up to your appointment, you'll lose your free group induction intro offer. As you'll still have to take part in a group induction, you'll need to book a new group induction via the App or by speaking to a member of The Bridge Reception Team. You'll have to pay an additional £5 charge for this.

### booking confirmation

Your booking isn't complete until you've received a booking confirmation from us. If you don't receive a confirmation, please contact us by phone, e-mail, or in person.

### personal inductions

After you've had your group induction and familiarised yourself with the gym, you may decide you want to take your training one step further. If so, we offer a onetime 1 hr one-to-one with a Personal Trainer for £25. They will discuss your training needs, observe your form, and write you a personalised programme so you take control of your training, and ensure you're working towards your fitness goals.

If you feel you benefitted from working out with a trainer, we also offer Personal Training. Please note that the trainers have individual price structures, and you'll need to contact them directly to discuss your needs.

### booking and cancellation

You can book your personal induction via the App or at Reception.

You can early cancel a scheduled personal induction and programme appointment 6 hours before the appointment starts. If you cancel early, you'll be able to re-book your appointment via the App or by speaking to a member of The Bridge Reception Team.

If you cancel after the 6-hour cancellation window, your account will be charged as if you'd attended. We'll not be able to refund for a late cancellation or for not showing up to your appointment.

Please note, you can only book your appointment within one year from the day that you originally purchased the appointment.

### booking confirmation

Your booking isn't complete until you've received a booking confirmation from us. If you don't receive a confirmation, please contact us by phone, e-mail, or in person.

### fitness classes (booking/cancellation)

You can attend all fitness classes as part of your membership, unless marked otherwise on the timetable.

To attend a fitness class, you must book a space via the App, our website or by speaking to a member of The Bridge Reception Team.

You can early cancel a scheduled class 1 hour before the class starts. You can either cancel through the App, website or by speaking to a member of The Bridge Reception Team.

If you cancel after the 1-hour cancellation window or if you don't show up to the class, your account will be charged with a no-show or late cancellation fee of £5. These resulting additional charges will be added automatically to your account.

Your booking for classes isn't complete until you've received a booking confirmation from us. If you don't receive a confirmation, please contact us by phone, e-mail, or in person.

### lateness policy

We operate a policy which prevents you taking part in a session if you're more than 5 minutes late. This policy is in place to prevent injury and to be mindful of the trainer and other participants in the session. Where you're not permitted to join a session because of your late arrival this is classed as a no-show and you will automatically be charged £5.

## membership cancellation policy

### the cooling-off period

After you've joined The Bridge, you may cancel your membership for any reason within 14 days of joining. This is called the cooling-off period.

If you choose to cancel within these 14 days, we'll give you a full refund of your membership fee (not including joining fee).

If you want to cancel your membership within the cooling-off period, you need to write to The Bridge to let us know so that we can terminate your membership and issue a refund. To help us to improve our services, it would be useful to us, if you'd tell us your reason for cancelling.

When we receive your written notice, we'll send you a response to confirm the date that your membership will end. If you don't receive this acknowledgement, you must assume that we've not received your cancellation notice.

### **requesting a cancellation after cooling off period**

After the cooling-off period you may cancel your membership for any reason.

To cancel your gym membership, you must send your notice in writing to The Bridge. Requests must be received in writing at least seven working days before your monthly billing date, otherwise payment may still be taken.

You will not be able to access the gym from your next billing date onwards, after cancellation.

If you cancel your membership in writing (by post or e-mail), when we receive your written notice, we will send you a response to confirm the date that your membership will end. If you do not receive this acknowledgement, you must assume that we have not received your cancellation notice.

### **freezing your membership**

We cannot process freezes for cancel anytime memberships. In the situation that you can't continue coming to the gym (even if only for a specific amount of time). Please refer to our Cancellation Policy. Once you're ready to come back, you'll have to buy a new membership.

## **rights**

### **right to cancel your membership**

We may cancel your membership by giving you one month's notice in writing. In these circumstances, we'll refund the month's fee that you've paid.

### **we may cancel your membership without giving you notice, if:**

- you seriously or repeatedly break the conditions of your membership;
- you allow another person to use your membership to access the gym;
- you use offensive or abusive language, or use violent or offensive behaviour or if your behaviour puts our other members, guests or employees at risk.

If we cancel your membership for the reasons stated above, you will not be permitted to use the gym in the future.

If we permanently close the gym, we'll, where possible, give you at least one full calendar months' notice in writing. We'll send this to the e-mail address you've given us. We will also put a notice on the member's information board and reception. We'll end your membership at the end of the months' notice.

If we receive official notice (for example, from the bank) that you have passed away, we'll immediately cancel your membership and refund any fees you've paid for the remaining membership commitment period.

### **right to cancel scheduled classes and appointments**

The Bridge reserves the right to cancel scheduled classes and appointments (personal and/or group inductions) in the event of staff illness or any other unforeseen circumstances. You'll be notified promptly of cancellations via e-mail. The Bridge is not liable for any resulting inconveniences or costs incurred by you.

### **refunds**

We'll issue any refunds due to the card that we have on file for you and that you've been using to pay for memberships. Please note refunds could take up to 5-10 working days.

Cases in which we will not issue a refund include, but are not limited to:

- if any service, facility, or equipment is not available for health and safety reasons or if it's for the benefit of our members;
- you choose not to use a service, facility or equipment due to male maintenance workers being present on the gym floor;
- you've not used your membership for any period of time;
- you've exceeded the 'cooling off period' but would like to end your membership for any reasons beyond what is stated in our cancellation policy;
- there's evidence that you've breached any of our terms and conditions as contractually agreed upon at point of registration. This includes our zero-tolerance policy on disruptive, disrespectful, or aggressive behaviour.

If we can't provide all the services and facilities at the gym for 30 days or more in a row, or services and facilities are significantly reduced for 30 days or more in a row, for reasons or events beyond our reasonable control, you or we can cancel your



agreement immediately after giving notice in writing. We don't have to pay you compensation in these circumstances.

Reasons or events beyond our reasonable control' could include, but aren't limited to: natural disasters, acts of terrorism, protests, riot, fire, explosion, flood, an epidemic, strikes or other labour disputes (whether or not they relate to our workforce), delays affecting suppliers or not being able to get suitable materials on time or at all.

### **right to change your membership, these terms and conditions or the terms of gym use**

We may, at any time, choose to withdraw a type of membership or a payment option for new members or members who want to change, restart, or renew their membership or payment option.

From time to time, we may change our monthly membership fees by any amount we think is reasonable.

We'll try to only change the fee at a maximum of once a year. However, we can't guarantee this. We'll tell you about any change that will apply to you and will give you at least one full calendar month notice before the change comes into effect. Please see your payment options for details of how fee changes will affect you.

We may make reasonable changes to these terms and conditions if the changes are for the benefit of the majority of our members. When we make changes that may affect you, we we'll give you reasonable notice of the changes we plan to make.

### **evidence of your eligibility**

We may need you to provide satisfactory proof of:

- your eligibility for any type of membership, either before your membership starts or at any time during your membership;
- your entitlement to cancel or freeze your membership;
- any email you sent to confirm cancellation, or the date you posted your cancellation notice (or both).

If you can't provide satisfactory proof, you may not be permitted to apply for a certain type of memberships, or we may not be able to cancel your membership.

### **gym opening hours and closure periods**

The Bridge Gym may be subject to closure during specific periods throughout the year. Closure periods may include, but are not limited to, holidays, maintenance, or unforeseen circumstances. We strive to provide a safe and well-maintained facility for our members.

Please refer to our official website (<https://www.thebridge-uk.org/>) for up-to-date information on gym opening hours and any scheduled closure periods. It is the responsibility of the member to stay informed about these details.

We reserve the right to change gym opening hours and closure periods at our discretion. Any changes will be communicated through our official communication channels, including the website and notices posted within the gym premises.

Members are encouraged to check the website regularly for announcements and updates regarding gym closure periods.

## liabilities

### fit to exercise

When we carry out any health assessments and exercise questionnaires, we may identify possible problems with you taking part in exercise and recommend that you get medical advice. We aren't responsible if you ignore our recommendations and continue to exercise in the gym.

### compensation

We don't have to pay you compensation for any service, facility or equipment not being available for health and safety reasons or if it is for the benefit of our members.

### loss and damage

Our liability to pay you compensation for loss or damage (other than for death or personal injury) is limited to a reasonable amount, taking account of factors such as whether the damage was due to our negligence.

We don't have to pay you compensation for loss or damage you may suffer unless we've failed to carry out our duties under these terms and conditions to a reasonable standard or we break any duties we have by law.

We'll not pay you compensation due to:

- something you've done wrong;
- the fault of someone else who is not directly connected with providing our services under these terms and conditions;
- events which we couldn't have known about beforehand even if we'd taken all reasonable care.

We can make changes to the type of facilities we provide, and we'll give you notice of any such changes. We'll not be liable for any loss or damage caused by these changes unless the loss or damage is caused by our negligence.

Despite these terms and conditions, we will be liable for death, personal injury, or fraud where we are at fault.

## **your responsibilities**

You must make sure that you can do the exercise provided by any exercise programme you follow or any class you go to.

You should consult your doctor before you start any exercise programme or class if you are not sure whether it is suitable for you.

## **communications**

We'll use the email address and/or phone number that's on your profile for communications with you. If you'd like to let us know the form of communication that would suit you best, please let a member of the Reception Team know and they'll update your preferences.

### **joining via our website or at reception**

When you complete your profile via our website or at reception you'll be asked to confirm your communication preferences.

You'll have the option to opt-out of:

- account management
- scheduling updates

And, you'll have the option to opt-in for:

- news and promos

We really encourage you to opt-in for all preferences. If you do remain opted in for:

- **account management:** you'll receive emails specific to you and your account – this includes things like class and appointment booking confirmations, notices that your membership is about to auto-renew or that your payment was refused.
- **scheduling updates:** you'll be sent emails telling you about things like changes of class times, class cancellations, change of instructors, etc.
- **news and promotions:** you'll join The Bridge mailing list and receive our monthly newsletter containing the latest events, news, special offers/discounts and details of projects taking place at The Bridge.

If you want to opt out of our marketing communications at any time, please let us know.

### **DOWNLOAD the App!**

We really encourage to download the App and opt in to receive 'push' notifications. We reserve these for urgent and important updates such as letting you know when a class has been cancelled, when workmen are in the gym or when there's been an emergency and we have to close the building. A message will pop up on your mobile.

### **joining via the App**

When you create an account via the App, you'll be prompted to complete your profile. When completing your profile, you'll have the option to enable Email opt-in. By enabling this feature you'll opt-in to all the communication preferences above. You'll get information that's specific to you and your membership (e.g., confirmation of bookings, etc), and general information, such as changes to class time or new classes. You'll also get emails that give you news about The Bridge, events, and promos.

If you want to opt out of our marketing communications at any time, please let us know.

### **push notifications**

When you open the App for the first time, we'll give you the option to opt in or out of receiving 'push notifications'.

We reserve these for urgent and important updates such as letting you know when a class has been cancelled, when workmen are in the gym or when there's been an emergency and we have to close the building. Push notifications are not specific to you – they're sent to everyone. A message will pop up on your mobile.

If you change your mind, and need to enable or disable notifications later:

- Android users can change push notifications through the More > Settings section of the App by toggling the Send me mobile notifications option.
- iOS users can change push notifications through the More > Settings section of the App by toggling the Clear settings option and then restarting the app.

### **your preferences**

We respect your preferences and aim to provide you with timely and essential information to enhance your gym experience.

If you want to opt out of our marketing communications at any time, please let us know.

### **choice of law**

Your membership with the Charity is governed by the laws of England and Wales.

### **queries**

If you have any questions about these terms and conditions, payments, or specific details about the gym, you can contact The Bridge on 0207 089 6250, by email [info@thebridge-uk.org](mailto:info@thebridge-uk.org) or in person at the main reception desk.