

## TERMS AND CONDITIONS

Please carefully read our Terms & Conditions before signing up for classes. Your use of our booking site and purchasing any of our services will be subject to these terms & conditions which are subject to change at our discretion.

### General:

- All clients must be over 12 years of age to participate in any of our classes.
- Clients under the age of 18 will need parental consent.
- Maximum weight allowable for the trampets is 20 Stone.
- All clients must complete a health declaration before their first class.
- We will do our best to get you into your chosen class however classes are always subject to availability.
- All classes must be paid for in advance through the online booking system.
- Refunds will only be given on block bookings cancelled at least 1 week in advance of the date of the first class in the block.
- Refunds will be made through the booking system to the card used to pay.
- No refunds will be given on single class bookings.

### Personal Information & Data Protection:

- Your personal information is secure and usage of your personal information is administered by Boogie BounceSty and BFRC, which is part of these Terms & Conditions.
- We will use your personal information to provide you with use of our services as well as maintain our records, process applications and payments, verify your identity
- Your information may be kept for a reasonable amount of time for the above reasons.
- Your information may be shared with third parties to comply with our legal or regulatory obligations, for the prevention of fraud or other crimes, and in the case of medical emergencies.
- By agreeing to our terms & conditions, you consent to the use of your information including sensitive information relating to your health & fitness, for the reasons & manner explained above.
- Please get in touch with us if your personal details change, if you would prefer to be contacted in a different way or if you have any questions about how we use your information.
- Failing such notice, any communications sent to you will be assumed to have been received within 5 days of communications being sent. You can update your details by contacting [boogiebouncesty@gmail.com](mailto:boogiebouncesty@gmail.com)

### Cancellation & Refund Policy:

- Refunds will only be credited to the credit/debit card that was used to make the original purchase.
- If a class is cancelled by Boogie Bounce or Back Football and Recreation Club for any reason, we will make every effort to contact you via email or telephone to let you know. Any classes cancelled by us will be rescheduled or refunded.
- Please note that the rights of cancellation, refund or limitations set down in these terms & conditions do not affect your statutory rights as a consumer.

#### Block bookings:

- You can cancel or reschedule your whole block booking up to 1 week before the starting time of the class first class in the block without penalty.
- The block can only be cancelled/rescheduled as a whole block.

- Single classes within a block cannot be cancelled and no refund will be given for any classes missed in a block.

#### Single Bookings:

- Single bookings cannot be cancelled however, you may be able to reschedule to an alternative class in the same week subject to availability.

#### **Lateness Policy:**

- Due to the nature of our classes and for your own safety that if you are more than 5 minutes late for a class, the instructor has the right to exclude you from the class. We do not allow latecomers to 30 minute classes and we hold the right to deny entry to the class if you do not arrive ready to start at the correct time. This policy is to help prevent injury as well as to be considerate of the teacher and other clients who are already participating in the class.
- If you turn up late for a class and are not admitted, the cancellation policy will be applied and it will be classed as a no show.

#### **Personal Belongings, Lockers & Lost Property:**

- All personal belongings brought into the premises are at the clients own risk, neither Boogie Bounce nor BFRC accept any liability for loss or damages to such items.
- Boogie Bounce/BFRC accepts no responsibility for any property left on the premises.
- All items found will be put into lost property and will be taken to a charity shop on the last day of every month. Any jewellery or keys found will be kept for a longer period of time. If you think you have left something behind, please give us a call straight away so we can have a look and put aside for you to pick up if found.

#### **Damages:**

- All damage to club property must be reported immediately. Any damage caused by the misuse of equipment or premises may be charged to the person causing said damage.

#### **Safety & Hygiene:**

- All clients are requested to wear a form of dress that is appropriate for the session they are attending.
- Grippy socks must be worn to avoid risk of injury. Socks can be purchased at £5 a pair at the class..
- For safety & hygiene purposes, no glass or food is to be taken in the classes.
- Only bottled water is permitted in any of the classes.

#### **Medical Issues, Injuries & Pregnancies:**

- If you have been advised by a doctor not to continue with any form of exercise due to any medical reason and please get in touch [boogiebouncesty@gmail.com](mailto:boogiebouncesty@gmail.com) immediately. We will require a letter from your Doctor and your bookings will be frozen for an agreed period of time.
- BoogieBounceSty/BFRC accepts no responsibility for any client who does not follow the instructed class or has not disclosed medical conditions or recent injuries to the teacher. Please be aware that it is your responsibility to inform the instructor if you feel unwell or any discomfort.
- If you find that you are pregnant, please let us know as soon as possible as some of our classes will not be suitable for you. If you choose not to tell us or the teacher about your pregnancy, BoogieBounceSty will accept no responsibility for any injuries or issues that may occur as a result of doing a class.

### **Health Screening and Consent Forms:**

- If you are a new client you are required to confirm your fitness to participate as part of the booking process. If you have any pre-existing medical conditions or concerns you must consult your doctor and speak to the instructor before the class.
- By using the online booking system you are confirming that you have read and agree with our full Terms & Conditions.

### **Fee Changes:**

- BoogieBounceSty reserves the right to change any of the current fees from time to time. We will give the clients no less than 10 days' notice prior to any increase in price.

### **Discounts:**

- BoogieBounceSty offers special discounted rates for clients who use their own trampet at the class. To access the discount please contact Alex on 07397800960.
- BoogieBounceSty offers special discounted block booking rates. To access the discount the client must book the discounted rate through our online booking system.