

Cancellation & Refund Policy

Last updated: 01/09/2025

1. Cooling-Off Period (Online Signups)

1.1 If you join The Gym online, you are entitled to a 14-day cooling-off period under the Consumer Contracts Regulations 2013.

1.2 During this period, you may cancel your membership and receive a full refund, provided you have not used the facilities.

1.3 If you start using the gym during the 14-day period, we reserve the right to deduct a pro-rata amount for the days used before refunding the balance.

2. Membership Cancellations

2.1 Monthly memberships: You may cancel with 30 days' written notice. Payments already collected are non-refundable.

2.2 Annual memberships: These are non-refundable after the cooling-off period, except in cases of serious illness or relocation (at our discretion).

2.3 We reserve the right to cancel memberships immediately if a member breaches our Terms & Conditions.

3. Class & Personal Training Cancellations

3.1 Class bookings cancelled with less than 24 hours' notice may be charged in full.

3.2 Personal training sessions cancelled with less than 24 hours' notice may be charged in full.

4. Refunds

4.1 Refunds will be processed within 14 working days to the original payment method.

4.2 We do not provide cash refunds for card or online payments.

5. Freezing Membership

5.1 Members may request to freeze their membership in cases of illness, injury, or extended travel.

5.2 Freezes must be requested in writing and are subject to approval.