

EIGHT BOUTIQUE GYM

GYM RULES AND POLICIES

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Use of Eight Boutique Gym's facilities and services is subject to acceptance of and compliance with these Rules and Policies. Their purpose is to ensure that the gym operates safely and smoothly, maintains high standards of service, and provides an environment of mutual respect among members, visitors and staff.

1 Package Activation and Validity

Eight Boutique Gym packages include a specified number of sessions and/or bookings and are valid for a specified period, as stated at the time of purchase.

The validity period is the maximum time within which the available sessions must be used. Any reference to an indicative weekly or monthly training frequency describes the recommended way to use the package and does not restrict how sessions may be distributed across weeks or months.

If all sessions are used before the expiry date, the member may purchase and activate a new package without waiting for the remaining validity period of the previous package to end.

Sessions may only be used for services that take place within the package's validity period. A booking made before expiry for a date after expiry is not covered by the expiring package.

When purchasing online, members select a start date from the options available in the system. For purchases at reception, the start date is agreed with the member.

Packages and sessions are for personal use and cannot be transferred to another person, unless otherwise provided for a particular service or approved in advance by Management.

Packages are not automatically renewed, and no automatic payment is taken when a package expires or all its sessions have been used.

2 Package Expiry Freezes and Extensions

Unused sessions do not automatically carry over beyond the package's expiry date.

Planned personal absences, travel or holidays do not freeze or extend the validity period.

In the event of a serious and unforeseen health issue that temporarily prevents exercise, a package freeze may be approved for a reasonable period. Appropriate supporting documentation may be requested where considered necessary.

In other exceptional and unforeseen circumstances, any extension or other accommodation is considered by Management on a case-by-case basis.

As an exception, the transfer of some unused sessions to a new package may be approved. Any such transfer is an exceptional accommodation, does not constitute a member entitlement and does not create an obligation to offer the same accommodation in the future.

During scheduled closures of Eight Boutique Gym lasting several days, the validity of active packages is extended accordingly. In the event of an isolated or brief unplanned closure, the affected booking is neither charged nor deducted from the package. Any additional extension is considered in light of the duration and circumstances of the closure.

3 Bookings and Cancellations

Participation in services that require a booking is subject to availability and the booking procedure for the relevant service.

Group Classes and Open Gym are booked through Eight Boutique Gym's available online systems, while Personal Training sessions are arranged through reception.

Group Class, Open Gym and Personal Training bookings must be cancelled at least four (4) hours before the scheduled start time.

In the event of a late cancellation or failure to attend (no-show), the session is charged as usual. If the member has an active package, the session is deducted from the available balance. Otherwise, the corresponding fee remains payable.

In exceptional circumstances, Management may, at its discretion, waive the charge. Any such exception is a goodwill gesture and does not create an entitlement to a similar exception in the future.

Each booking covers only the service and time slot for which it was made. Participation in one service does not automatically entitle the member to use another area or service that requires a separate booking.

4 Official Communication Channels

Bookings, changes and cancellations may be made through Eight Boutique Gym's available official channels: the booking system via the app or website, online chat, email, messages to the gym's official Instagram account, and telephone contact with reception during opening hours.

For written electronic communications, the time the message is sent is taken into account. To cancel by telephone, the member must speak to reception; an unanswered call or a call outside opening hours does not constitute a completed cancellation.

Informing a trainer personally does not constitute an official booking cancellation.

5 Waiting List

When a class is full, members may be able to join a waiting list.

If a booking is cancelled, members are notified through the system in waiting-list order. The available place is offered for a limited time in accordance with the booking system's procedures. If it is not confirmed, it may be offered to the next member.

If a place offered through the waiting list is accepted within four (4) hours of the class start time, the booking is considered confirmed and is subject to the usual late cancellation and no-show policy.

6 Arrival and Completion of Training

Members must arrive in good time so that they are ready to begin training at the scheduled start time.

For safety reasons and to avoid disrupting the class, joining a Group Class more than fifteen (15) minutes after its start time is generally not permitted. If a member arrives after this time, the session may be charged as usual because the place has been reserved for them.

Leaving early does not cancel the session charge. In genuinely exceptional circumstances, Management may decide otherwise.

At the end of a Group Class, members must leave the studio so that it is available for the next scheduled activity. Staying to exercise independently or use equipment is not included in the booking that has just ended.

7 Timetable and Trainer Changes

The timetable, times, days, class types and training staff may change according to Eight Boutique Gym's operational and organisational needs.

The trainer displayed at the time of booking is the trainer scheduled at that time. For operational or organisational reasons, or because of an unexpected inability to attend, that trainer may be replaced by another member of the training team.

The purchase of a package or an individual training session is for the relevant Eight Boutique Gym service and does not guarantee that it will be provided by a particular trainer, unless this has been expressly agreed for a specific service.

If a trainer change occurs after the cancellation deadline has passed, the member may request cancellation of that booking without charge.

If Eight Boutique Gym cancels a class, the session is neither charged nor deducted from the package.

8 Personal Training

Personal Training sessions are arranged and booked through reception and are subject to the four (4) hour cancellation deadline.

If a regular recurring appointment is cancelled three times in succession, Eight Boutique Gym reserves the right to charge for the third session, even if it was cancelled within the permitted cancellation period.

In the event of repeated or systematic cancellations, Eight Boutique Gym may release the regular appointment slot, with subsequent sessions arranged subject to availability. A planned absence for which advance notice has been given and the appointments released is not treated as a cancellation of this kind.

If the member's usual trainer is temporarily absent, another available trainer may be offered. If the member does not wish to accept the replacement, that session is not charged.

In the event of a permanent trainer change, the service may continue with another suitable member of the training team. Reasonable efforts will be made to maintain the existing schedule or find suitable alternative times.

9 Group Classes and Open Gym

Group Class packages allow members to attend the group classes on the current timetable and use the Open Gym service, in each case subject to a separate booking and availability.

Each Group Class attended or Open Gym booking counts as one (1) session and is deducted from the package's available balance.

Group Classes may take place regardless of the number of participants, even with only one registered member, unless exceptional circumstances arise.

Open Gym is for independent exercise without continuous individual guidance. Staff may explain how to operate or adjust equipment safely, but this does not constitute Personal Training or an individually tailored training programme.

An Open Gym booking is for one person. If more than one person wishes to use the service at the same time, each participant must have a separate booking. Late arrival does not extend the scheduled end time.

External trainers or anyone who is not part of Eight Boutique Gym's training team may not provide Personal Training or any other professional training service on the premises.

10 Infrared Sauna and Pressotherapy

Use of the Infrared Sauna requires a booking and is limited to a maximum of fifty (50) minutes.

Sauna bookings must be cancelled at least one (1) hour before the scheduled start time. In the event of a later cancellation or no-show, Eight Boutique Gym may charge for the booking as if the session had taken place.

Pressotherapy is provided as an individual service and may last up to one (1) hour. Staff switch on the equipment at the start of the session, and the user may adjust the intensity or stop the equipment during the session.

For these services, members must inform staff of any known health condition that may affect safe use and follow the relevant instructions. If discomfort, pain or any other symptom occurs, use must be stopped and staff informed.

11 Free Trial

New customers who have not previously trained at Eight Boutique Gym may be eligible for one free trial Group Class, subject to booking and availability.

In the event of a late cancellation or no-show, the free trial may be considered used.

12 Health and Safety

Members must inform Eight Boutique Gym and the training staff of any injury, health condition, pain or other circumstance known to them that may affect their ability to exercise or use a particular service safely, as well as any significant changes that arise subsequently.

If a member feels unwell or experiences pain, injury or any other symptom during exercise, they must inform staff immediately.

For safety reasons, Eight Boutique Gym and its training staff may refuse to allow training or use of specific equipment to begin, or may stop it, where the observable circumstances give reasonable grounds to believe that continuing could put the member or others at risk.

Members are asked not to attend if they have significant symptoms of illness that may affect their ability to participate safely or affect other users of the gym.

Anyone showing signs of being under the influence of alcohol, drugs or other substances that may affect their ability to exercise safely is not permitted to participate. Alcohol consumption and the use of illegal substances are not permitted on the premises.

13 Minors

Participation by minors is considered on a case-by-case basis, taking into account their age, physical development, previous exercise experience and the type of programme.

Consent from a parent or legal guardian and the required medical certificate are mandatory.

Eight Boutique Gym reserves the right to assess whether participation in a particular individual or group programme is suitable for a minor.

14 Equipment Clothing and Hygiene

Members must use equipment for its intended purpose, follow staff instructions and return equipment to its designated place after use.

If damage results from misuse attributable to a member, careless use, prohibited use or use contrary to instructions, Eight Boutique Gym reserves the right to seek reimbursement of reasonable repair or replacement costs. Members are not responsible for normal wear and tear arising from proper use.

Members must wear clean, suitable sports clothing and footwear. Exercising barefoot or wearing only socks is permitted only in programmes where this is appropriate or when instructed to do so.

Members must use their own towel during training. If a member does not have a towel and Eight Boutique Gym cannot provide a temporary solution, participation may be refused.

Members must maintain basic standards of personal hygiene and use shared areas in a way that keeps them clean and comfortable for everyone. If a significant hygiene issue arises, Management may discreetly speak to the member and request appropriate action.

15 Use of Gym Areas

Water and suitable sports or isotonic drinks are permitted in exercise areas. Food, coffee, soft drinks and other beverages are not permitted.

Smoking, including the use of electronic cigarettes or similar devices, is prohibited indoors.

Mobile phones may be used provided they do not disrupt the class or other participants. Telephone conversations during Group Classes are not permitted.

Members may take photographs or videos only if no other person is recorded without their consent and the gym's operation is not disrupted.

16 Changing Rooms Lockers and Personal Belongings

Individual lockers with keys are available for storing personal belongings. Bags, jackets, helmets and other personal items must not be placed in exercise areas.

Eight Boutique Gym does not provide a supervised safekeeping service for personal belongings.

Ordinary lost property may be removed after one week if it has not been claimed. Items of obvious value or particular importance are handled differently to ensure that they are kept safe and efforts are made to identify their owner.

Changing rooms, showers and other facilities may only be used within the published opening hours. Members must finish using them and leave by closing time, including before any breaks in opening hours during the day. Finishing a workout at closing time does not extend the opening hours.

17 Accompanying Persons Children and Pets

Exercise areas and equipment are exclusively for people participating in a scheduled service.

Accompanying persons and other non-participants may not enter exercise areas or use the equipment.

For safety reasons, children under twelve (12) may not remain on the premises as accompanying persons while someone else trains. This rule does not apply to minors who are themselves participating in an approved training session.

Pets may not enter or remain on the premises, except where applicable law provides otherwise.

18 Conduct and Compliance with the Rules

All members must treat other members, visitors and staff with respect.

Insulting, threatening or aggressive behaviour, harassment, sexual harassment, persistent unwanted approaches, bullying, or any other behaviour that makes others feel unsafe or materially disrupts the gym's operation is not acceptable.

Members must also comply with reasonable staff instructions concerning safety, equipment use and the smooth operation of the gym.

Depending on the severity or recurrence of the behaviour, Eight Boutique Gym may issue a warning, stop the member's participation, suspend access or terminate the membership relationship.

Once an existing package expires, Eight Boutique Gym also reserves the right to refuse a new registration or renewal where there are serious or recurring issues relating to breaches of these Rules and Policies, inappropriate behaviour, safety or material disruption of the gym's operation.

Any remaining balance relating to unused services when the membership relationship is permanently terminated is settled in accordance with the applicable terms and law.

19 Payments Prices and Outstanding Balances

Packages must be paid for in full using the payment methods available at the time and are activated once payment is complete. Individual sessions are paid for before or after the service, in accordance with the procedure for that service.

If a payment is overdue, Eight Boutique Gym reserves the right to refuse further bookings and/or participation until the outstanding amount has been settled.

Eight Boutique Gym may change its price list and the packages or services available. Price changes apply to future purchases or renewals and do not alter the price of a package that has already been purchased and paid for in full.

Offers and special prices apply only under the terms and for the period announced. They do not create an entitlement to the same price on a future purchase or renewal.

20 Opening Hours Timetable and Member Notifications

Opening hours, the class timetable and the availability of individual services may change according to operational needs. The current opening hours and timetable are communicated through Eight Boutique Gym's official channels.

Members are responsible for providing accurate, valid and up-to-date contact details, particularly their email address and telephone number.

These details may be used for operational notifications about bookings, timetable changes, cancellations or services that directly concern the member.

Sending a notification to the valid contact details provided by the member constitutes a reasonable effort to inform them. If an unexpected change occurs very close to the start time, Eight Boutique Gym makes an additional effort to contact the member directly where practicable.

21 Personal User Account

Each user account in Eight Boutique Gym's online system is personal. Login details must not be shared with or used by anyone else.

Any option to make an additional booking for a second participant does not alter the personal nature of the account or packages.

22 Refunds and Early Termination

Requests for early termination, refunds or other financial arrangements are considered in accordance with the terms of the specific purchase and the law applicable at the time.

This provision does not restrict any mandatory consumer rights under applicable law, particularly those relating to purchases made at a distance.

23 Exceptions and Final Provisions

Any exception, extension, waiver of charges or other accommodation granted in an individual case as a goodwill gesture or because of particular circumstances does not permanently amend these Rules and Policies, create a precedent or establish an entitlement to a similar exception in the future.

Eight Boutique Gym may update these Rules and Policies when required by changes to its services, operating procedures or the applicable regulatory framework.

The current version is published through Eight Boutique Gym's official channels.

Use of the services and facilities is governed by these Rules and Policies, the specific terms of each service and applicable law.