



Speedflex Newcastle Limited
Nelson House
Fleming Business Centre
Burdon Terrace
Jesmond
NE2 3AE

Terms & Conditions

Prior to training a taster session / induction must be completed.

As part of the induction process you are required to complete a health questionnaire and personal details form.

Users must be 16 years old or above.

All users must abide by 'The Rules'.

For your wellbeing, safety and accuracy of results, your package and/or membership is non-transferable and can only be used by the registered user. Any misuse of your package and/or membership may result in cancellation.

We reserve the right to cancel any packages of those in breach of 'The Rules' or of those who conduct themselves in a manner deemed inappropriate or offensive or which represents a health and safety risk.

We may, from time to time, withdraw use of all or part of the facility where and when it is deemed necessary for repair, maintenance, alteration or for safety reasons.

If you have an accident or injure yourself while on the premises you must report this to a member of staff immediately.

We reserve the right to change these terms and conditions from time to time, as it sees fit, and your continued use of any centre will signify your acceptance of any adjustments.



Membership and Package Options

Gold Membership

- Gold membership grants the user unlimited access to all studios and sessions during the centres operational hours.
- Gold membership fees must be paid in advance via Direct Debit.
- Cancellation of gold membership must be given in writing to the Centre Manager with one calendar months' notice.
- If you join in the middle of a month your fees for the remainder of that month will be calculated on a pro rata basis dependent on the number of days remaining in the month.
- Gold membership grants the user two body composition analysis assessments per annum. Per annum refers to the period from January through to December. Body composition assessments must be booked with a minimum of a six week period between appointments.

Silver Membership

- Silver membership grants the user access to off peak Speedflex sessions and unrestricted access to the functional studio during the centres operational hours.
- Silver membership fees must be paid in advance via Direct Debit.
- Cancellation of silver membership must be given in writing to the Centre Manager with one calendar months' notice.
- If you join in the middle of a month your fees for the remainder of that month will be calculated on a pro rata basis dependent on the number of days remaining in the month.

Bronze Membership

- Bronze membership grants the user unrestricted access to the functional studio during the centres operational hours.
- Bronze membership fees must be paid in advance via Direct Debit.
- Cancellation of bronze membership must be given in writing to the Centre Manager with one calendar months' notice.
- If you join in the middle of a month your fees for the remainder of that month will be calculated on a pro rata basis dependent on the number of days remaining in the month.

Iron Membership

- Iron membership grants the user off peak access to the functional studio during the centres operational hours.
- Iron membership fees must be paid in advance via Direct Debit.
- Cancellation of iron membership must be given in writing to the Centre Manager with one calendar months' notice.
- If you join in the middle of a month your fees for the remainder of that month will be calculated on a pro rata basis dependent on the number of days remaining in the month.



Monthly 8 Membership

- Monthly 8 membership grants the user 8 visits to the centre per calendar month.
- There is no restriction on frequency parameters for when visits can be claimed, only that the user is permitted to access 8 times in one month only.
- Monthly 8 membership grants the user access to all Speedflex sessions operating on the centre timetable (all durations, themes and times) and the functional studio.
- If less than 8 visits are used in one month, the remaining allocation cannot be carried over into the next calendar month. It is the user's responsibility to best utilise the 8 visits allocated to the membership.
- If the user completes 8 visits and wants additional access in the month the user can purchase additional packages on top of the membership or upgrade membership type.
- Monthly 8 membership fees must be paid in advance via Direct Debit.
- Cancellation of monthly 8 memberships must be given in writing to the Centre Manager with one calendar months' notice.
- If you join in the middle of a month your fees for the remainder of that month will be calculated on a pro rata basis dependent on the number of days remaining in the month.

Friends and Family Membership

- Certain membership types can be converted into friends and family membership to benefit from discount. Memberships can be discounted by 10%.
- For clarification on which memberships can be converted to friends and family, speak to your Centre Manager or reception team.
- Friends and family membership users are to adhere to the terms and conditions of the membership type they have benefited from a discount from.
- Friends and family membership fees must be paid in advance via Direct Debit and must be debited from **one account**.
- Friends and family memberships can be set up for a minimum of two people.
- If one person on a friends and family membership cancels their membership, this may affect the discount levels applicable to the other individuals on the friends and family membership and discount levels will be reviewed.
- Friends and family membership users are to adhere to the terms and conditions of the membership type they have converted to annual.

Corporate Memberships

- Certain membership types can be converted into corporate membership to benefit from discount. Memberships can be discounted by 25%.
- For clarification on which memberships can be converted to friends and family, speak to your Centre Manager or reception team.
- Corporate membership users are to adhere to the terms and conditions of the membership type they have benefited from a discount from.



- Corporate membership fees must be paid in advance via Direct Debit.
- Corporate memberships can be set up for a minimum of five people.
- Cancellation of corporate memberships must be given in writing to the Centre Manager with one calendar months' notice.
- If the number of people on a corporate membership falls below the stipulated level of 5 individuals the discount will no longer apply and the remaining member(s) will be expected to pay a full price membership fee.
- If you join in the middle of a month fees for the remainder of the current month will be calculated on a pro rata basis dependent on the number of days remaining in the month.

Annual Memberships

- Certain membership types can be converted into annual membership options to benefit from discount over the 12 month period.
- For clarification on which memberships can be converted to annual, speak to your Centre Manager or reception team.
- The full cost of any annual membership option is due at the point of joining.
- Annual memberships are non-refundable. For more information please see the 'Special circumstances' section of this document.
- Annual membership users are to adhere to the terms and conditions of the membership type they have converted to annual.

Student, Emergency Services and Senior Citizen Discount

- Certain membership types can be discounted for students, emergency services employees and senior citizens. Memberships can be discounted by 10%.
- For clarification on which memberships can be discounted, speak to your Centre Manager or reception team.
- Student, emergency services and senior citizen membership users are to adhere to the terms and conditions of the membership type they have benefited from a discount from.
- You may be required to provide evidence that you are entitled to a discounted membership through valid forms of ID.
- Senior citizen ages are set at 60 for women and 65 for men.

Six Week Experiences

- Fees must be paid in advance.
- As part of a six week experience you will receive a body composition analysis at the beginning and end of the package.
- The six week experience must cover six consecutive weeks.
- Those on a six week experience are granted access to all Speedflex sessions on the centre timetable and unrestricted access to the functional studio.
- A maximum of two six week experiences may be bought per person, per annum.



Speedflex Blasts

- Fees must be paid in advance.
- As part of a Speedflex Blast you will be entitled to borrow a MYZONE belt and monitor each time you attend a session, this must be returned at the end of each session.
- The Speedflex Blasts must cover consecutive weeks with no breaks.
- Those on a Speedflex Blast package are granted access to all Speedflex sessions on the centre timetable and unrestricted access to the functional studio.

MYZONE

- Individuals completing their first package (post trial) will be eligible to utilise a MYZONE belt and monitor for free for the duration of said package when a pre-agreed payment date has been scheduled by the centre as a security deposit for the loan of the equipment. Should the MYZONE belt and monitor not be returned, this payment will be taken from the individuals account. Until this agreement has been accepted by the individual via centres banking system the MYZONE belt and monitor cannot be taken off the premises.
- After the first package, customer will be required to purchase their own MYZONE belt and monitor.
- Individuals joining on a membership will be required to purchase their own MYZONE belt and monitor.
- Individuals wishing to join on a membership can split the cost of the MYZONE belt and monitor across their Direct Debit payments but only for a maximum of three calendar months. The availability to do this is at the discretion of the Centre Manager. If the price of the MYZONE belt and monitor is not covered when an individual cancels their membership, the MYZONE belt and monitor should be returned to the centre.

Discounted memberships

We will review all discounted memberships on an annual basis. Any changes to your Direct Debit amount will be communicated prior to any changes.

Suspension of membership

Memberships can be suspended for any prolonged periods of time where you are unable to use the centre.

- A suspension fee of £10.00 per month per person will be charged for the duration of the suspension.
- Upon requesting suspension of membership, you must stipulate the length of time you wish your membership to be suspended for.
- The maximum length of time any membership can be suspended is three calendar months.



Special circumstances

The dissolution of any membership, without notice, may be possible in certain situations where circumstances are outside of your control. These situations will be handled by the Centre Manager on a case by case basis. Proof may be required.

The Rules

- In order to train in our facility you must be 16 years of age or above.
- Prior to participating in any activity (including an induction) the Equipment Disclaimer must be read and the Personal Details and Health Questionnaire completed.
- Users must abide by the Health and Safety Policy.
- Customers are expected to be respectful of other customers and staff. This includes conducting yourself in the correct manner and not swearing or initiating violence.
- No children under the age of 16 are to be brought into any centre and left unattended.
- No animals other than guide dogs are permitted on site.
- Our centres are non-smoking facilities.
- Customers are not permitted to take photographs inside the centre without expressed permission.
- All belongings left unattended are left at your own risk.
- Customers who appear to be under the influence of alcohol or drugs are not permitted into the centre.
- Customers are expected to wear appropriate training kit.
- Customers must arrive on time for scheduled sessions. If a customer arrives late staff reserve the right to deny access to the session.
- If for any reason you can no longer make your session please cancel in advance.
- Towels, heart rate straps and monitors (belonging to the facility) must not be removed from the premises.
- Where parking is available, ensure you park in the allocated spaces and display a parking permit if required.