



Contract Terms & Membership FAQ's

When will my payments be collected?

Payments are collected on the 1st of each month, or the next business day, should the 1st fall on a weekend or bank holiday. Your bank statement will show "Clubwise", the name of the company that collect the payments on our behalf.

Can I change my membership package?

You may upgrade your membership at any time, just ask at reception and we will adjust your payment. If you wish to downgrade your membership, you must wait until your fixed term contract has expired and give one months written notice.

I am unable to train due to work/injury/travel, can I freeze my membership?

At our discretion, memberships may be frozen for a maximum of 6-months if you have a genuine reason for not being able to attend. Please note that freezing your membership will extend your commitment end date. You must still make the minimum number of payments. Please DO NOT cancel your direct debit agreement when on freeze, as this will trigger the debt collection process. Generally, you may only freeze your membership once during a fixed term contract.

I have changed my bank account, what do I need to do?

Just let us know your new details and we can change it over for you. Please note that we are unable to stop payments due in 10 days or less, so please let us know as soon as possible.

Can I/how do I cancel my membership?

You can only cancel your membership after your fixed term contract has expired. If you wish to cancel as soon as your contract expires, your **must** notify us in writing at least 7 days before making your final payment. If you are on a rolling contract you may cancel at any time, but you **must** notify us in writing at least 7 days before making your final payment. Rolling contracts automatically renew immediately after each payment so you must let us know BEFORE making your final payment so that we can stop the automated renewal process.

I wish to cancel before the end of my fixed term, is this possible?

Strictly speaking, no. The longer contracts entitle you to preferential rates, therefore it is unfair on other customers to let you cancel early. You can, however, pay off the full contracted amount at any time to terminate the contract early. Ask at reception for an early termination settlement figure.

I am out of contract and cancelled my direct debit with my bank, why am I still getting requests for payment?

Clubwise will continue to try and collect payment until we cancel your membership on our system, therefore it is vital you let us know if you wish to cancel, even if your fixed term contract has expired. If you just cancel your DD instruction your account will go in to arrears and trigger the automated debt collection process.

I have missed a payment, what should I do?

Simply pay the missed amount by cash or card at reception. We will then write off the arrears on the system and no further requests for payment will be made.

Question not answered above?

For any other membership query, please ask at reception or email Nicky: nic@unit1gym.com

I confirm I have read the above information and I am happy to except the conditions of a contract membership at Unit 1 Gym Ltd

Signed

Print

Date