

Cave Club – Terms & Conditions

1. Bookings & Payments

- All classes must be booked in advance through the Cave Club app.
- Payment is required at the time of booking.
- Class packs and memberships are non-transferable and may only be used by the named client.

2. Cancellations & No-Shows – Pay As You Go / Credits

- Classes can be cancelled up to 12 hours before the start time without charge.
- Late cancellations or no-shows will result in the class credit being deducted.
- Refunds are not issued for unused classes, late cancellations, or no-shows.

3. Class Packs

- Class packs must be used within 3 months of purchase.
- Expired classes are non-refundable and cannot be extended.
- Packs are valid only for the purchaser and cannot be shared.
- If a booked class is not cancelled in time or the client does not attend, the session will be deducted from the pack.

4. Memberships

- Memberships run on a rolling monthly basis and auto-renew unless cancelled.
- A minimum commitment of 3 months is required. After the initial 3 months, memberships may be cancelled with at least 7 days' written notice by email before the renewal date.
- Membership credits must be used within the month; they do not roll over.
- If a booked class is not cancelled in time or the client does not attend, the session will be deducted from that month's allowance.

5. Studio Policies

- Please arrive at least 5 minutes before class. For safety reasons, entry may not be permitted once the class has started.
- If you are late and not admitted to class, the session will still be deducted from your credit, pack, or membership.
- Mobile phones should be on silent so that no one is distracted during class.
- Respect fellow clients and instructors at all times.

6. Health & Safety

- Clients must complete a health form before their first class and update Cave Club on any changes (injury, pregnancy, medical conditions).
- Instructors will offer guidance and modifications, but it is each client's responsibility to listen to their body and work at a suitable level.
- Cave Club will provide a safe environment and instruction, but clients take part at their own risk and are responsible for their own wellbeing during class.

7. Personal Belongings

- All personal belongings are stored at the client's own risk.
- Cave Club accepts no responsibility for loss, theft, or damage.

8. Changes to Schedule & Services

- Cave Club may sometimes need to change or cancel classes, instructors, or services.
- We will make every effort to notify clients as early as possible.

9. Data Protection

- Personal information is kept securely and used only for bookings, payments, and health & safety.
- Information is never shared with third parties without consent, unless legally required.

10. Acceptance of Terms

- By booking or attending a class, you confirm you have read, understood, and agreed to these Terms & Conditions.