

Terms & Conditions

If you access and use this Web site (the "Site"), you accept and agree to be bound by and comply with these terms (the "Terms"). If you do not accept the Terms, do not use the Site.

General

All products and services of CrossFit BFG Limited and its subsidiaries and affiliates are subject to the terms and conditions of the applicable agreements governing their use.

The Terms are to be read by you together with any terms, conditions or disclaimers provided in the pages of the Site. In the event of any conflict, the terms provided in the pages of the Site will govern.

The information, material and content provided in the pages of the Site (the "Information") may be changed at any time without notice. Changes may be made to the Terms at any time without notice by updating this posting. You agree to review the Terms regularly and your continued access or use of the Site will mean that you agree to any changes.

Internet E-Mail

Any unprotected e-mail communication over the Internet is, as with communication via any other medium (e.g. cellular phones, post office mail), not confidential, subject to possible interception or loss, and is also subject to possible alteration.

No Endorsements

No endorsement or approval of any third parties or their advice, opinions, information, products or services is expressed or implied by any Information.

Links/Software

Links from or to web sites outside the Site are meant for convenience only. CrossFit BFG Limited does not review, endorse, approve or control, and is not responsible for any sites linked from or to the Site, the content of those sites, the third parties named therein, or their products and services. Linking to any other site is at your sole risk and CrossFit BFG Limited will not be responsible or liable for any damages in connection with linking. Links to downloadable software sites are for convenience only and CrossFit BFG Limited is not responsible or liable for any difficulties or consequences associated with downloading the software. Use of any downloaded software is governed by the terms of the license agreement, if any, which accompanies or is provided with the software.

Payment for Products & Services

All Credit Card and Direct Debit payments will be processed in Great British Pounds (GBP) at the time of transaction. CrossFit BFG Limited is not responsible for any fees, charges, exchange rates or additional charges levied by individual financial institutions or Credit Card companies.

Return / Refund Policy

Refunds can be made at any point leading up to the commencement of any program, course or membership. Any requests for refund after this date will be considered by CrossFit BFG Limited management on a case by case basis.

Any refund made will be subject to any fees related to where CrossFit BFG Limited is not liable.

In place of a refund CrossFit BFG can offer credit towards other products/services under the discretion of its management.

Cancellation Policy

Personal Training

If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it may be possible to make the session up at a later date or with a different trainer. However, this cannot be guaranteed.

Any sessions missed with less than 24 hours notification are forfeited. If you have not already paid for the session, your account/card will be charged for the full amount of the session. If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.

Additionally, reserved time slots may be lost if payment is not made in a timely manner.

Registered Programs

Programs may be offered from time to time, and are pre-paid. This would be for example a six-week course in gymnastics. If you are unable to attend a program due to circumstances out of your control (determined on a case-by-case basis by our administration), we can offer you a refund if you notify us 7 days prior to your session start date. However, we do charge a 30% cancellation fee. This cancellation fee may be avoided if you opt for a service credit instead of a refund. Service credits are valid for 30 days only.

If we are notified after your session begins, we can only give you a credit towards another program. This credit is nontransferable and accounts for only the sessions remaining in your program at the time you requested cancellation.

Individual Classes

If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it may be possible to make the session up at a later date or with a different group. However, this cannot be guaranteed. Any classes missed without 24 hours notification are forfeited. If you have not already paid for the class, your account/card will be charged for the full amount of the session.

Membership Packages

Memberships Packages are bound by the rules of that membership offer. Standard notice for cessation of services is one calendar month, but this may vary between contracts. Most memberships have a minimum commitment. Memberships cannot be canceled within the minimum commitment as specified when joining CrossFit BFG once the membership has commenced. Be sure to check your agreement for details.

There are no cash refunds. There are no refunds for merely changing your mind. We are here to get you results and these results cannot be achieved if you fail to attend.

Privacy & Security Policy

Thank you for visiting our CrossFit BFG website. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy

policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: the privacy practices set forth in this privacy policy are for web sites within the CrossFit BFG Limited portfolio. If you link to other third party web sites, please review the privacy policies posted at those sites. CrossFit BFG Limited is not responsible for how data or information is treated or handled by any third party web site that is linked to from our sites.

Collection of Information

We collect personally identifiable information, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfil your specific request. This information is only used to fulfil your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists.

Cookie/Tracking Technology

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information.

Aggregate cookie and tracking information may be shared with third parties.

Distribution of Information

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation.

We may do so when:

(1) Permitted or required by law; or (2) Trying to protect against or prevent actual or potential fraud or unauthorized transactions; or (3) Investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.