



allGym Membership Terms and Conditions

These terms form the agreement between you, the member, and A1 Thornaby Limited trading as allGym, 8 New Street, Thornaby, Stockton on Tees, Durham, TS17 6BU, registered in England with company number 13920365.

Please read them carefully before you complete the joining process, as they explain what you can expect from us and what we expect from you as a member.

By completing the sign up process you confirm that you understand and accept these terms.

1. Joining allGym

1.1 You can join allGym through our website, app or at the club. You must make sure the information you give us is complete and accurate.

1.2 Your membership agreement starts once you confirm acceptance of these terms during the joining process. When you join during a pre opening sales period, your membership will start on the date the club opens.

1.3 If you sign up online or away from the club, you have fourteen full days from the date of joining, or fourteen full days from the club opening date for a pre sale membership, to change your mind and cancel for any reason. To do this you must use the cancellation option in the allGym app or complete the online cancellation form on our website.

1.4 If you cancel within this cooling off period we will refund all joining and membership fees you have paid, less a pro rata amount for any days you have already used the gym before you requested cancellation.

1.5 If you join on our trade premises you do not have a legal right to a cooling off period. In that case your membership starts immediately.

1.6 Membership is personal to you and cannot be transferred to any other person or to another branch.

2. Membership types

2.1 We offer different membership options which may include

- Monthly rolling memberships
- Fixed term memberships for a set period such as six or twelve months

- Plus memberships with additional benefits

The rights and price for each option are explained during sign up and on our website.

2.2 You are entitled to use the facilities and services that apply to your chosen membership type. Some services and areas may carry an extra charge.

3. Fees, payments and charges

3.1 The monthly membership fee and any joining fee are payable to allGym.

3.2 The first payment is taken on joining. Further monthly payments are collected by recurring card payment or direct debit on or around the same date each month. You are responsible for ensuring that payment details remain valid and that funds are available.

3.3 You agree to pay the minimum number of monthly payments that apply to your membership. You must make each payment even if you do not use the gym, unless you cancel under the terms in sections 6 or 7.

3.4 You cannot change the date your monthly payment is collected.

3.5 If any payment is returned unpaid, or any other form of payment is not honoured, an administration charge of £15 will be applied and may be collected by our payment partner.

3.6 If any sums remain unpaid for more than thirty days, we may pass the debt to a third party collection agency. You will be responsible for all reasonable costs incurred in recovering the amount owed.

4. Changes to fees and membership benefits

4.1 We may change membership prices and what is included in each membership from time to time.

4.2 For rolling monthly memberships we will give you at least four weeks notice of any change to the monthly fee or to the core benefits included in your membership. If you do not wish to accept the change you can cancel under section 6 during this notice period. If you continue to make payments after the change takes effect, you will be treated as having accepted the new terms.

4.3 Fixed term memberships are sold at an agreed price for an agreed period. We will not increase the monthly fee during that fixed period unless you agree to the change.

4.4 If we need to change the price or materially change what is included in a fixed term membership and you do not agree, your membership will convert to a rolling monthly membership from the date the change takes effect. From that point you may cancel at any time in line with the notice period in section 6.

4.5 We may introduce new membership types or remove older options at any time. This will not affect existing fixed term memberships during their fixed period unless you agree to move.

5. Cooling off rights

5.1 Your right to cancel within the fourteen day cooling off period is described in clause 1.3 and 1.4 above.

5.2 After the cooling off period, cancellation is only allowed as set out in sections 6 and 7.

6. Ongoing membership and cancellation by you

6.1 Once you have made the minimum number of payments that apply to your membership, we will continue to collect monthly payments and your membership will continue on a rolling basis from month to month. Each successful payment extends your membership by one month.

6.2 To cancel a rolling membership you must submit an online cancellation form through the allGym website or use the cancellation option in the allGym app. We require thirty days notice. Your membership will continue to run and payments will continue to be collected during that notice period.

6.3 Fixed term members commit to pay for the full fixed term. You may cancel a fixed term membership early only in the following situations, with appropriate evidence

- You permanently move home more than ten miles from any allGym club
- You have a medical condition, illness or injury that a relevant medical professional states will prevent you from exercising for at least three months
- You are made redundant or suffer another significant loss of income
- You become pregnant

To request cancellation for these reasons you must complete the cancellation form on the allGym website and upload suitable supporting documents.

6.4 Your membership will end at the end of your current paid period once your cancellation has been accepted and processed.

7. Freezing your membership

7.1 You may freeze your membership for any reason for a continuous period of up to three months in any calendar year. There is no charge for this initial freeze period.

7.2 To request a freeze you must submit a freeze request through the allGym app or website giving at least fourteen days notice before your next payment is due.

7.3 During a freeze you will not be able to access the club and payments will be paused. For fixed term members the fixed period will be extended by the length of the freeze.

7.4 We may consider additional freeze time at our discretion in cases of temporary illness or injury.

8. Suspension or cancellation by allGym

8.1 We may suspend or end your membership immediately if

- You seriously or repeatedly break the club rules
- You allow another person to use your QR code, PIN or any other access method to enter the club
- You behave in a way that we reasonably consider to be unsafe, abusive, discriminatory or otherwise inappropriate
- You provide false or misleading information during sign up, including on your health declaration
- Your membership payments remain unpaid despite reminders

8.2 In less serious cases we may choose to suspend your membership for a short period while we speak with you.

8.3 If we permanently cancel your membership for breach of these terms you will not be entitled to any refund of fees already paid.

9. Access codes and entry

9.1 You will be given a QR code, PIN or similar access method to enter the club. This is for your personal use only.

9.2 You must not share your access details or allow tailgating or unauthorised entry. We use CCTV and access monitoring to protect members and staff.

9.3 If we believe you have allowed unauthorised access we may treat any damage or loss that results as your responsibility and may suspend or cancel your membership under section 8.

10. Plus membership and guest visits

10.1 Plus membership is an upgrade that carries a higher monthly fee and gives additional benefits as described on our website and in-club.

10.2 To downgrade from a Plus membership to a standard membership you must contact us and give thirty days notice. Downgrades will take effect at the end of your current paid month.

10.3 If you miss a monthly payment your access to the gym and any Plus benefits will be paused until payment has been brought up to date.

10.4 Plus members may bring a guest to train with them in the club, subject to the following conditions

- You may bring a guest to train with you up to four times per calendar month. This can be up to four different guests, but only one guest per visit
- You must accompany your guest, remain on site for the full visit and leave together
- Guests must follow allGym rules while in the club
- Adult guests may be asked to show photographic identification
- Guests aged between fourteen and seventeen may only attend during staffed hours and must be accompanied by a parent or legal guardian who is also training in the club

10.5 Guest visits are intended for occasional use. If your guest wishes to train regularly they will need to take out their own membership.

10.6 We reserve the right to withdraw guest access from any member or guest who abuses the guest privilege or breaches club rules.

11. Gym rules and behaviour

11.1 You must follow all rules and instructions displayed in the club and any reasonable request made by staff. These rules cover, for example, use of equipment, clothing, behaviour, and health and safety.

11.2 You must treat other members and staff with respect at all times. We do not tolerate abusive, aggressive or discriminatory behaviour.

11.3 You are responsible for using equipment safely and tidying away weights and accessories after use.

11.4 Bags, coats and personal belongings must be stored in the lockers provided and not left on the gym floor.

11.5 We may update the gym rules from time to time. Updated rules will be displayed clearly in the club and on our website.

12. Privacy and data protection

12.1 We collect and use personal information about you so that we can manage your membership and run the club. Details of what we collect and how we use it are set out in our Privacy Policy, which forms part of these terms.

12.2 By joining allGym you agree that we may process your personal data in line with our Privacy Policy and may share it with selected partners such as our payment provider where this is necessary to provide our services.

12.3 The club operates CCTV for security and safety. By using the club you consent to your image being recorded and viewed by authorised staff.

14. Limitation of liability

14.1 We will not be responsible for loss or damage that is not reasonably foreseeable, or that results from misuse of the club or its equipment, or from events beyond our reasonable control.

14.2 We do not exclude or limit our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or any other liability that cannot be limited by law.

15. General

15.1 This agreement is between you and A1 Thornaby Limited trading as allGym. No other person has rights to enforce any of its terms.

15.2 We may transfer our rights and obligations under this agreement to another organisation. Your rights will not be affected. You may not transfer your membership to anyone else.

15.3 Each section of these terms operates separately. If any section is found to be invalid or unenforceable, the remaining sections will remain in full force.

15.4 English law applies to this agreement and any disputes will be dealt with by the courts of England and Wales.

Health Commitment Statement



We are dedicated to helping you take every opportunity to enjoy the equipment and facilities that we offer. With this in mind, we have carefully considered what we can reasonably expect of each other .

Our commitment to you

1. We will respect your personal choice and allow you to make your own decisions about what exercise you can carry out. However, we ask you not to exercise beyond what you consider to be your own abilities.
2. We will take reasonable steps to make sure that our equipment and facilities are clean and safe for you to use and enjoy for the normal purpose they were intended for. Bear in mind that we are not able to clean or inspect equipment and facilities after each use.
3. We will take reasonable steps to make sure that our staff are qualified to Chartered Institute for the Management of Sport and Physical Activity standards.
4. If you tell us you have a disability that puts you at a substantial disadvantage in terms of accessing our equipment and facilities, we will consider which adjustments, if any, are reasonable for us to make.

Your commitment to us

1. Do not exercise beyond your own abilities. If you know or are concerned that you have a medical condition that might interfere with you exercising safely, you should get advice from a relevant medical professional before you use our equipment and facilities, and follow it.
2. Make yourself aware of any rules and instructions, including warning notices, and follow them. Exercise carries its own risks. When you are exercising, you are responsible for the risks involved. You should not carry out any activities that you have been told are not suitable for you.
3. Let us know immediately if our equipment or facilities are unsafe to use or if you feel ill when using our equipment or facilities. Our staff members are not qualified doctors, but there will be someone available who has been trained in first aid.
4. If you have a disability, follow the instructions provided to allow you to exercise safely.