

PART A - KEY TERMS AT A GLANCE

Memberships & prices (from 1 October 2026)

- 9 Sessions a month - £180 (£170 on a 12-month contract)
- 13 Sessions a month - £210 (£200 on a 12-month contract)
- 22 Sessions a month - £230 (£220 on a 12-month contract)
- Unlimited (30 sessions) - £260 (£250 on a 12-month contract)
- Off-Peak Open Gym - £129 (£119 on a 12-month contract)

Every membership except Off-Peak Open Gym includes Reformer Pilates classes. All new memberships start with a 3-month initial term and roll monthly after that; the 12-month contract is an optional lower rate in exchange for a 12-month commitment, still billed monthly.

Cancelling

After your initial term, cancel any time with 30 days' written notice to info@crossfitputney.co.uk. You pay (pro rata) and can train for those 30 days. Example: notice on 20 January → membership ends 19 February. 12-month contracts can only be ended early in the limited circumstances set out in Clause 8.

Downgrading

Know you'll be away part of a month? Downgrade in advance for that month (e.g. 22 → 13 Sessions) - requests by the 20th of the month before. 9 Sessions and Off-Peak Open Gym have no lower tier to move to. If you are travelling more frequently the 10 Session Class Pack is best or individual drop in sessions can be purchased.

Pausing

One full calendar month, once in any 12 months, requested by the 20th of the month before (injury and illness included). We can't do partial-month or multi-month pauses - but we'd encourage you to talk to us before pausing or cancelling: keeping your membership active often works out better, and case by case we can look at options like rolling sessions forward or converting time away into PT sessions.

Late cancellations & no-shows

Cancel class bookings at least 2 hours ahead (by 10pm the night before for classes starting 8am or earlier), or a £5 fee applies. Unlimited members are exempt from these fees.

PART B - FULL TERMS & CONDITIONS

1. General

In these Terms & Conditions, "CrossFit Putney" means 3M Fitness Limited (company number 11593109); "Member" means the person named on the Member Submission; "Membership" starts when CrossFit Putney receives the first payment; "Club" means CrossFit Putney; "Member Submission" means the online joining form; "Guest" means an individual purchasing a single drop-in visit. By submitting the Member Submission you agree to these Terms & Conditions and enter a legally binding contract with CrossFit Putney. Nothing in these Terms affects your statutory rights.

2. Membership application

Membership is open to individuals aged 18 and over, subject to status, and CrossFit Putney may decline any application. A photograph may be taken on joining to confirm identity on entry. Photography and filming take place in the Club from time to time (never in changing rooms); where images identifying a Member are used for promotional purposes, we will seek the Member's consent.

3. Membership types

Five monthly memberships are available: 9 Sessions (£180), 13 Sessions (£210), 22 Sessions (£230), Unlimited/30 Sessions (£260) and Off-Peak Open Gym (£129), each per month. Every membership except Off-Peak Open Gym includes access to all class types, including Reformer Pilates. Sessions are the currency of your membership: a coached class or a Peak Open Gym booking each use one session; up to two sessions may be used per day. Unused sessions expire at month-end and do not roll over. Off-Peak Open Gym members may book one off-peak open gym session per day (weekdays 9am–5.30pm and advertised weekend off-peak hours). The first payment is pro-rated to the joining date; subsequent payments are taken in full on or around the 1st of each month. A higher-priced 1-month initial term option is available on request. Pay-as-you-go options (drop-ins and the 10-class pack) are priced as published on our website. A non-recurring One Week Membership is also available at £100, giving access to one class or Off-Peak Open Gym session per day for 7 days. Memberships are personal to the Member and are not transferable or shareable.

4. Contract length and the 12-month contract

All memberships begin with a 3-month initial term at the standard rate and continue as rolling monthly contracts thereafter. A pro-rata joining month does not count toward the initial term unless CrossFit Putney agrees otherwise.

12-Month Contract. Each membership is also available at a reduced monthly rate in exchange for a 12-month commitment ("12-Month Contract"). Payments remain monthly; nothing is payable upfront. During the 12-month period the monthly rate is fixed and will not be increased. At the end of the 12 months, the membership continues as a rolling monthly membership at the then-current standard rate unless the Member renews onto a new 12-Month Contract; CrossFit Putney will contact the Member before the term ends with the available options.

5. Fees, payment and price changes

Membership is payable monthly in advance by the payment method provided at joining, which the Member authorises for recurring payments. If fees fall into arrears, all arrears must be settled before the Member may use the Club. CrossFit Putney may increase standard monthly membership fees on

written notice by email, and will endeavour to give as much notice as reasonably possible - ideally at least 30 days; no increase will take effect during a Member's initial term or during the fixed period of a 12-Month Contract. Prices for new joiners may change without notice.

Unpaid fees remain due after Membership ends. CrossFit Putney may refer unpaid amounts to a third-party collection agency or pursue recovery through the courts, and may seek to recover reasonable costs of recovery in addition to the amounts owed, where permitted by law.

6. Membership benefits

All monthly memberships include:

- Open gym access (peak and off-peak) using session credits
- Free towel service
- Bring a Friend Day - last Saturday of each month (one guest per Member to an advertised session)
- Member inductions and goal reviews with a coach, bookable periodically
- Member events, and early access to HYROX competition tickets where available
- Café workspace and member discounts
- Discounted rates with our in-house physiotherapy partner, The Livewell Clinic, including a free initial consultation (current Livewell rates displayed at the Club)

Members on 13, 22 and Unlimited memberships additionally receive:

- Unlimited free Off-Peak Open Gym - off-peak visits do not use session credits. (On 9 Sessions and Off-Peak memberships, all bookings use the membership's normal allowance.)

Unlimited members additionally receive:

- Advance class booking - the booking window opens 7 days before the standard window
- Exemption from late-cancellation and no-show fees
- One transferable guest pass per calendar month
- One complimentary barista coffee on each day the Member attends the Club
- £15 off an initial assessment with The Livewell Clinic
- 10% off CrossFit Putney retail

Benefits are personal, have no cash value, cannot be exchanged, and unused benefits do not accrue. CrossFit Putney may vary the benefits programme, and will endeavour to give as much notice of changes as reasonably possible.

7. Cancelling your membership

Rolling memberships: after the initial term, a Member may cancel by giving 30 days' written notice by email to info@crossfitputney.co.uk. The membership ends 30 days after notice is received; fees for that period are payable (pro-rated where applicable) and the Member may train until the end date. Example: notice received 20 January → membership ends 19 February, with a pro-rata payment on 1 February for 19 days.

A membership may not be paused during a cancellation notice period, and a paused month does not count towards notice - the 30-day notice period can only run while a membership is active. If a Member gives notice to cancel while paused, they may choose either: (i) the notice period starts immediately - the pause ends, a single payment covering the full 30-day notice period is taken at that date, and the Member may train for those 30 days; or (ii) the membership remains paused until the end of the month, the notice period runs for the following calendar month, and that month is charged

as one normal monthly payment on the 1st, with full access during it. Either way, the notice period is paid as a single payment.

No refunds are offered on membership fees.

12-Month Contracts: a 12-Month Contract may not be cancelled before the end of its fixed term except in the following circumstances:

- (a) Relocation - the Member's home or workplace moves more than 5 miles from the Club (evidence such as a tenancy agreement, completion statement or employer letter required);
- (b) Long-term medical - illness or injury which prevents the Member from using the Club for the remainder of the term, confirmed by a GP or consultant letter, and after a conversation with the coaching team about adapted training and the pause option;
- (c) Redundancy or involuntary loss of primary income - with reasonable supporting evidence;

In cases (a)–(c), the membership ends at the next billing date after evidence is accepted, with no early-exit charge. The one-month pause remains available to 12-Month Contract members within the normal pause rules, and the contract end date extends by any paused month.

8. Downgrading, upgrading and pausing

Downgrading: a Member who will be away for part of a month may downgrade their membership for that month (e.g. 22 Sessions to 13 Sessions) by request received by the 20th of the preceding month. Downgrades cannot be applied once a month has started. There is no tier below 9 Sessions or Off-Peak Open Gym.

If you would like to upgrade your membership this can be done in advance but also during the month. You will be charged the full difference in membership between the 2 membership options and receive all the extra sessions for the rest of that month. i.e if you request to upgrade from 9 sessions to 13 sessions on the 10th of the month, you will be charged £30 (the difference between £210 and £180) and given 4 extra sessions to use for that month.

Pausing: memberships may be paused for one full calendar month, once in any 12-month period, by request to info@crossfitputney.co.uk received by the 20th of the preceding month (e.g. a pause for February must be requested by 20 January). Partial-month and multi-month pauses are not available. A paused month does not count toward an initial term, and a 12-Month Contract extends by any paused month. Cancelling and rejoining does not reset the 12-month pause allowance.

While pausing is available, CrossFit Putney encourages Members to keep their membership active during time away, and may at its discretion offer alternatives that preserve the membership's value - for example rolling unused sessions forward where a Member is away for part of a month with their membership kept active, or personal training sessions on the Member's return in place of unused membership value. These alternatives are offered case by case and are not a standing entitlement; contact info@crossfitputney.co.uk before pausing or cancelling to discuss options. Our coaches are also happy to programme for Members training away from the Club - email headcoach@crossfitputney.co.uk.

8a. Injury, rehabilitation & Pregnancy

The normal pause rules apply equally to injury and illness: a Member may pause for one full calendar month, once in any 12-month period. If recovery requires longer than one month, the Member should cancel with the standard 30 days' notice and rejoin when ready - and in some circumstances CrossFit Putney may, at its discretion, apply the value of the billed notice period as a credit to the Member's account for use on their return.

In most cases, however, CrossFit Putney encourages Members to continue training in an adapted way rather than stopping altogether. Every membership now includes Reformer Pilates, which is a suggested and encouraged method of rehabilitation for many injuries. Our coaches will provide

guidance on modifying movements in classes to work around an injury, will work actively with the Member, and will be aware of the Member's restrictions. Members managing an injury can also book a free 15-minute assessment with a coach to plan training around it, receive discounted physiotherapy with our in-house partner The Livewell Clinic (including a free initial consultation), or, at CrossFit Putney's discretion, convert membership value to personal training sessions for more one-to-one support. Before any exception to the standard policies is made on injury grounds, we ask for a conversation with the coaching team and/or a note from a GP or healthcare professional.

Pregnancy: we are happy to support Members through pregnancy with a longer-term pause beyond the normal one-month rule. The pause and an expected return date are agreed with CrossFit Putney in advance, and the return date can be adjusted as needed — just keep us updated. If a Member decides not to return at the end of a pregnancy pause, the standard 30 days' cancellation notice applies from the date we are told. Members training through pregnancy are asked to let their coaches know so sessions can be adapted appropriately.

9. Class bookings, late cancellations and no-shows

Class and open gym bookings must be cancelled at least 2 hours before the start time - or by 10pm the night before for sessions starting at 8am or earlier. Late cancellations and no-shows incur a £5 fee charged automatically to the Member's account. Unlimited members are exempt from late-cancellation and no-show fees. Genuine mistakes: email info@crossfitputney.co.uk.

10. Referral credits

Members who refer a new member receive an account credit, at the rate published by CrossFit Putney at the time of the referral, once the referred member completes their 3-month initial term - provided the referred member named the referrer at sign-up. There is no limit on the number of referrals. Credits are applied against membership fees, have no cash value, are non-transferable, are not refundable on cancellation, and cannot be combined with introductory discounts on the same account. CrossFit Putney may amend or withdraw the referral programme for future referrals at any time; the current referral reward is published on our website and in member communications.

Account credits are also offered for introducing a business that becomes a recurring corporate-class client, and for introducing an external personal trainer who goes on to train clients at the Club - email info@crossfitputney.co.uk for details, or if you have someone or a business to refer.

11. Club facilities

Details of opening hours are published by the Club. CrossFit Putney may vary opening hours, temporarily withdraw equipment, or close areas of the Club from time to time for cleaning, maintenance, repairs, refurbishment, events or holidays, and will give reasonable notice where practicable.

12. Health and safety

All Club users must complete a health questionnaire (PARQ) and sign a waiver before entry. If a medical condition is disclosed, the user must confirm they have sought medical advice or choose to proceed without it, accepting responsibility for any injury or condition arising from that medical condition. CrossFit Putney staff are not medically qualified. We advise anyone in doubt to take

medical advice before starting an exercise programme. By using the Club, the Member confirms on each visit that they know of no medical reason why they should not exercise.

13. Termination by CrossFit Putney

CrossFit Putney may terminate a Membership with immediate effect if the Member seriously or repeatedly breaches these Terms; if fees remain unpaid after a request for payment; or if the Member puts the health, safety or wellbeing of staff, Members or Guests at risk. Where termination is for unpaid fees, amounts due for the remainder of any notice period or fixed term remain payable.

14. Personal information

Members must keep their contact details up to date. Written notices from CrossFit Putney are sent to the email address on file and deemed received two days after sending. Personal information is handled in accordance with our Privacy Policy at crossfitputney.co.uk/crossfit-putney-privacy-policy - by accepting these Terms you also accept the Privacy Policy.

15. Limitation of liability

CrossFit Putney is not liable for loss, damage or theft of personal property on the premises, except where caused by CrossFit Putney's negligence. Nothing in these Terms excludes or limits CrossFit Putney's liability for death or personal injury caused by its negligence, for fraud, or for any liability that cannot be excluded by law.

16. Changes to these Terms

CrossFit Putney may amend these Terms from time to time. For changes that are material to Members' rights (including changes to fees, benefits, cancellation or pause rules), CrossFit Putney will notify Members by email and will endeavour to give as much notice as reasonably possible - ideally at least 30 days - before the change takes effect; minor or operational changes may take effect on publication. The version published on the CrossFit Putney website is the current version.

17. Governing law

These Terms, and any dispute or claim arising out of them (including non-contractual disputes), are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.