

# STRYKE

DEPT. OF COMBAT & FITNESS

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## TERMS & CONDITIONS

Effective upon enrolment STRYKE, 248 High Street, Beckenham, London BR3 1DZ

Welcome to STRYKE Dept. of Combat & Fitness. We are committed to providing a premium, structured, and high-performance training environment for all members. To protect the integrity of that environment, ensure safety, and define the obligations of both parties, we have established the following Terms & Conditions.

By enrolling in our programmes, booking classes, or utilising our services in any capacity, you expressly agree to abide by these Terms & Conditions in their entirety. As we operate as a **paper-free facility**, by entering your details into our system, purchasing any membership, class, or package, or otherwise engaging with our services, you acknowledge and agree that this constitutes your **digital signature** and **full legal agreement** to these Terms & Conditions and the specific package or service you have purchased. This agreement is legally binding from the moment of enrolment.

If you do not agree to these Terms & Conditions, you must not enrol, book, or participate in any STRYKE programme or service. Continued use of our services constitutes ongoing acceptance of these terms.

### Contact:

STRYKE 248 High Street, Beckenham, London BR3 1DZ

Email: [enquiries@strykestudio.co.uk](mailto:enquiries@strykestudio.co.uk) | Phone: 020 3417 6446

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## 1. Membership Commitment

### 1.1. Personal Membership

- **Non-Transferable:** Memberships are strictly personal and cannot be shared, transferred, lent, or assigned to any other individual under any circumstances. Any attempt to do so will result in immediate suspension or termination of the membership without refund.
- **Identity Verification:** STRYKE reserves the right to verify the identity of any individual seeking to use membership access. Entry may be refused where identity cannot be confirmed.
- **Membership Types:** We offer various membership options including:
  - Adult Combat Classes Boxing, Muay Thai, BJJ & MMA
  - STRYKE Fitness Classes HIIT & Burn, Strength & Conditioning, Functional Training
  - Women's Only Combat & Fitness Classes
  - Teenagers Programme (Ages 13-17)
  - Kids Programme (Ages 3-12)
  - 6AM Club Membership Early morning access to Combat, Fitness, and TRUFORM Mat
  - Black Card Membership Unlimited access across all disciplines and TRUFORM
  - Combat Only & Fitness Only Memberships
  - Block Sessions Pre-paid packages for a set number of classes
  - Drop-In Classes Single session access with no commitment
  - TRUFORM Wellness Sessions Operated as a separate entity within the same facility
- **Access Rights:** Your membership grants access only to the specific classes, facilities, and services specified within your chosen membership plan. Access to disciplines or services outside of your plan must be purchased separately.

## 1.2. Contractual Obligations

- **Membership Terms:** Upon enrolment, you commit to the full duration of your selected membership plan. Plans include:
  - **4-Month Contract:** A fixed-term commitment of 4 months from the enrolment date.
  - **1-Month Rolling:** A rolling monthly commitment that continues until cancelled in accordance with the notice requirements in Section 4.
  - **Class Blocks/Packs:** Pre-paid packages for a defined number of classes or sessions. These carry set expiration dates. Once expired, unused sessions are forfeited and cannot be revived, transferred, or refunded under any circumstances.
- **Legal Binding:** This agreement constitutes a legally binding contract between you and STRYKE. By accepting these terms, you acknowledge and agree to fulfil all financial and behavioural obligations set out herein. Failure to fulfil your contractual obligations does not extinguish any debt owed to STRYKE.
- **Joining Fee:** All memberships are subject to a **£40 one-off, non-recurring joining fee** payable upon enrolment. This fee is non-refundable under all circumstances.

## 1.3. Automatic Renewal

- **4-Month Contracts:** At the end of the initial 4-month term, the membership will automatically continue on a rolling monthly basis for up to 2 months. Following this, unless written cancellation has been received, the membership will renew for a further full 4-month term. It is the member's sole responsibility to provide cancellation notice in accordance with Section 4 to avoid renewal.
- **1-Month Rolling:** Will continue to roll month-to-month until cancelled with the required 30-day written notice as outlined in Section 4.
- **Class Blocks/Packs:** These do not auto-renew. Members may purchase additional packs upon completion of their current package.
- **Price Adjustments:** STRYKE reserves the right to adjust membership fees at any time. Members will be notified of changes at least 30 days prior to the effective date. Price adjustments may take effect within an existing contract or upon renewal. Continued use of the facility following notification constitutes acceptance of the new pricing.

# 2. Booking and Class Policies

## 2.1. Class Bookings

- **Booking Methods:** Classes can be booked via the STRYKE website, the Mindbody app or website, or in person at studio reception. Bookings made through any other channel are not valid.
- **Advance Booking:** Members are strongly encouraged to book in advance. Spaces are strictly limited and allocated on a first-come, first-served basis. STRYKE accepts no liability for members who are unable to attend a class due to it being fully booked.
- **Payment Requirement:** All classes and sessions must be paid for in full at the time of booking. A booking is only confirmed upon successful payment processing. Unpaid bookings may be automatically released.
- **Promotional Offers:** Introductory offers, promotional codes, and trial weeks are single-use and non-transferable. They may carry specific terms and expiry dates and must be applied at the time of booking. They cannot be retroactively applied, exchanged for cash, or transferred to another person. The 1 Week Unlimited Intro Offer is available to first-time users only and is subject to a one-time purchase restriction.

## 2.2. Waitlist Policy

- If a class is fully booked, members may join a waitlist via the Mindbody platform. Should a place become available, members will be automatically notified and added to the class in the order they joined the waitlist.
- Once added from the waitlist, standard cancellation policies apply immediately. Failure to cancel within the required timeframe will result in the applicable fee being charged.
- It is the member's responsibility to monitor notifications. STRYKE accepts no liability for missed waitlist notifications.

## 2.3. Class Attendance and Punctuality

- **Arrival Time:** Members are required to arrive at least **1520 minutes** prior to the scheduled class start time. This allows sufficient time for check-in, preparation, and settling into the environment before the session begins.
- **Late Entry:** Entry will not be permitted to any member who arrives more than **10 minutes after the scheduled start time**. Late arrival does not entitle the member to any refund or session credit. Denied entry will be treated as a late cancellation or no-show and the applicable policy and fees will apply.
- **Check-In Procedure:** All members must check in at reception upon arrival for every class or session. Failure to check in may be recorded as a no-show.
- **Pre-Order Facility:** Members are encouraged to pre-order smoothies and drinks during arrival time so they are ready post-session.

## 2.4. Class Conduct

- **Instructor Authority:** Instructors hold full authority over their classes and sessions. Their instructions must be followed at all times. Failure to comply may result in removal from the class.
- **Behavioural Standards:** Members are expected to conduct themselves with respect and professionalism towards instructors, staff, and fellow members. Aggressive, disruptive, threatening, or inappropriate behaviour will result in immediate removal from the class and may result in permanent termination of membership without refund.
- **Mobile Devices:** Use of mobile phones and electronic devices during classes is strictly prohibited unless for genuine emergency purposes. Devices must be set to silent mode.
- **Equipment:** Members must use equipment appropriately and as instructed. Any damage caused through misuse or negligence will result in the member being held liable for repair or replacement costs.

## 3. Payments and Billing

### 3.1. Billing Management

- **Payment Processor:** All billing and payment processing are managed by Mindbody on behalf of STRYKE. By enrolling, you authorise Mindbody to process payments from your stored payment method in accordance with your membership or purchase agreement.
- **Payment Methods:** Accepted methods include direct debit, AutoPay, credit cards, and debit cards as facilitated through the Mindbody platform.
- **Your Responsibility:** It is solely the member's responsibility to ensure that their payment information is current, accurate, and valid at all times. Any changes to billing details must be updated promptly through the Mindbody platform or by contacting STRYKE directly.

### 3.2. Payment Schedule

- **Recurring Memberships:** Payments are processed on the same calendar date each month corresponding to your initial enrolment date. For example, if you enrol on the 10th, subsequent payments will be taken on the 10th of each month.
- **Class Blocks, Packs & Drop-In:** Payment is required in full at the time of booking. No credit will be extended.
- **Receipts:** Electronic receipts are issued upon successful payment. Members may request detailed invoices by contacting the STRYKE team.

### 3.3. Failed Payments and Arrears

- **Notification:** If a payment fails or is declined, you will be notified immediately via email and/or phone. It remains the member's responsibility to resolve the issue promptly regardless of whether a notification is received.
- **Resolution Period:** Members have **5 business days** to resolve any failed payment. During this period, access to classes and facilities may be suspended without notice.
- **Late Payment Fee:** A **£20 late fee** will be applied for each missed payment cycle in accordance with Mindbody policy. This fee is in addition to the outstanding balance and will be added automatically.
- **Continued Non-Payment:** Failure to resolve outstanding balances within the resolution period will result in the balance being escalated to a third-party debt collection agency. Additional collection fees, legal costs, and associated charges will be added to the total amount owed.

- **Non-Refundable:** All payments made to STRYKE are non-refundable. Exceptions may be considered on a strict case-by-case basis at the sole discretion of STRYKE management.

### 3.4. Debt Recovery Clause

- STRYKE reserves the right to initiate formal recovery procedures for any outstanding balance. By entering into this agreement, you expressly authorise STRYKE and its designated payment processor to:
  - Continuously attempt to charge any stored payment method linked to your account until the full outstanding balance is cleared.
  - Suspend or permanently terminate access to all STRYKE classes and facilities.
  - Refer the outstanding debt to a professional third-party debt collection agency, with all associated fees added to the total amount owed.
  - Initiate legal proceedings in the courts of England and Wales to recover the debt, including pursuing court costs and legal fees.
  - Report the outstanding balance to credit reference agencies, which may negatively affect your credit score.
- STRYKE will treat all outstanding debts seriously and will pursue recovery through all appropriate legal and financial channels. The cessation of reminders does not constitute cancellation of the debt.

## 4. Cancellation Policy

### 4.1. Membership Cancellations

- **Notice Requirement:** Members wishing to cancel their membership must provide written notice via email to [enquiries@strykestudio.co.uk](mailto:enquiries@strykestudio.co.uk) at least **30 days** prior to the intended cancellation date. Verbal notice is not accepted.
- **Effective Cancellation Date:** Cancellation takes effect at the end of the current billing cycle following the completion of the 30-day notice period. Payments due during this notice period remain payable in full.
- **Confirmation:** A confirmation email will be issued upon receipt and processing of your cancellation request. Members should retain this confirmation. Cancellation is not complete until confirmed in writing by STRYKE.
- **No Verbal Cancellations:** STRYKE will not accept verbal cancellations in person, by telephone, or through social media. All cancellation requests must be submitted in writing to the email address above.
- **Early Termination:** Early termination before the end of the contractual term is not permitted, except under the specific circumstances outlined in Sections 4.2 and 4.3. Members who stop attending sessions, freeze use of their membership, or otherwise disengage from STRYKE do not thereby cancel their membership or extinguish their financial obligations.

### 4.2. Medical Cancellations and Freezes

- **Medical Cancellation Eligibility:** Members who are medically unable to continue training for a period exceeding 3 months may apply for early cancellation on medical grounds.
- **Required Documentation:** A valid medical certificate from a registered healthcare professional must be submitted, clearly stating the nature of the condition and the recommended period of inactivity. STRYKE reserves the right to verify the documentation directly with the issuing healthcare provider.
- **Approved Medical Cancellation:** Upon successful verification, the cancellation will take effect from the date of approval, and no further contractual payments will be required beyond that date.
- **Medical Freeze (Short-Term up to 3 months):** For conditions requiring 3 months or less of recovery, members may request to freeze their membership. During a freeze: payments are suspended; the contract term is extended by the equivalent freeze duration; and the original contractual commitment must still be fulfilled in full.
- **Freeze Request Process:** Submit a written request with supporting medical documentation to [enquiries@strykestudio.co.uk](mailto:enquiries@strykestudio.co.uk). Approval is at STRYKE's discretion and will be confirmed in writing.

### 4.3. Relocation-Based Cancellations

- **Eligibility:** Members permanently relocating to an address more than 50 miles from STRYKE's facility may apply for early cancellation.
- **Required Documentation:** Proof of relocation must be provided including any of: utility bills, lease or mortgage agreements, employment transfer letters, or official change of address documentation.

- **Approval & Effective Date:** Upon approval by STRYKE management, the cancellation will take effect at the end of the current billing cycle. All outstanding balances must be cleared prior to cancellation taking effect.

#### 4.4. Class Cancellations and No-Shows

- **More than 24 hours notice:** Session credit will be returned to the account for future use. No penalty will be applied.
- **Less than 24 hours notice:** The session will be forfeited and will not be refunded or credited. A late cancellation fee will be applied.
- **Black Card Members Late Cancellation Fee:** Any class cancelled within **24 hours** of the scheduled start time will incur a **£20 late-cancellation fee**. As the Black Card Membership grants unlimited session access, multiple bookings may be held simultaneously. Late cancellations prevent other members from accessing available spaces and represent a direct commercial loss. This fee exists to maintain fairness and discourage excessive booking without attendance.
- **No-Shows:** Failure to attend a booked class without any prior cancellation will be treated as a no-show. Sessions will be forfeited without refund or credit. Repeated no-shows may result in temporary or permanent suspension of booking privileges, or additional fees.
- **Studio-Initiated Cancellations:** In the event that STRYKE must cancel a class due to unforeseen circumstances, members will be notified as soon as possible and any session credits will be returned to the account for future use.

## 5. Health and Safety

### 5.1. Health Declarations

- **Member Responsibility:** Prior to participating in any class or session, members must disclose all relevant medical conditions, injuries, physical limitations, or health concerns to the instructor. It is the member's ongoing responsibility to update the academy regarding any changes in their health status.
- **Pregnancy:** Members who are pregnant or become pregnant during their membership must inform instructors before participating. New practitioners may be restricted from certain classes. Experienced practitioners may continue with appropriate modifications as directed by the instructor. STRYKE accepts no liability for any injury or complication arising from a failure to disclose pregnancy.
- **Instructor Discretion:** Instructors reserve the right to restrict or refuse participation at any time if they believe it is in the best interest of the member's health or safety, or the safety of others. Medical clearance may be required before returning following injury or illness.
- **Pre-Existing Conditions:** Members with pre-existing medical conditions are advised to seek independent medical advice before commencing training. STRYKE accepts no liability for any injury or adverse health event arising from undisclosed conditions.

### 5.2. Studio Hygiene and Attire

- **Combat Classes:** Appropriate training attire is required. Protective equipment must be worn as instructed. Outdoor shoes are not permitted within training areas.
- **Fitness Classes:** Comfortable, form-fitting training clothing suitable for movement and exercise. Clean training footwear or bare feet.
- **Footwear Policy:** A strict no outdoor shoes policy is enforced within all studio and training areas. Entry may be refused where this policy is not adhered to.
- **Equipment Cleanliness:** All members are required to clean and sanitise all equipment used during each session using the cleaning products provided. This is a mandatory obligation, not a request.
- **Personal Hygiene:** Members must maintain a high standard of personal hygiene out of respect for fellow members and instructors. Clean attire and use of deodorant is expected.

### 5.3. Safety Protocols

- Members must follow all instructions, safety guidelines, and emergency procedures provided by instructors and staff at all times.
- Any injuries or accidents occurring on the premises must be reported immediately to an instructor or staff member for appropriate action and documentation.

- Emergency exits and first aid equipment are clearly marked throughout the facility. Members are expected to familiarise themselves with these on arrival.

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## 6. Instructors and Scheduling

- **Qualifications:** All STRYKE instructors are experienced, qualified professionals selected from respected training environments within the industry. All are chosen for their ability to deliver consistent, high-level sessions.
- **Substitutions:** On occasion, scheduled instructors may be replaced with equally qualified professionals due to unforeseen circumstances. Members will be notified as soon as reasonably practicable. No refunds or credits will be issued solely on the basis of an instructor substitution.
- **Schedule Changes:** STRYKE reserves the right to modify, add, or cancel class schedules at any time. Changes will be communicated via email, the website, and social media. It is the member's responsibility to remain informed through official channels.
- **Private Sessions:** Must be booked in advance and are subject to the same cancellation policies as group classes unless a separate written agreement has been made.

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## 7. Use of Facilities and Code of Conduct

- **Respectful Conduct:** All members, guests, and visitors are expected to treat instructors, staff, and fellow members with respect, courtesy, and professionalism at all times inside and outside of sessions.
- **Zero Tolerance:** Any form of harassment, bullying, discrimination, intimidation, abuse, or threatening behaviour whether physical, verbal, or online is strictly prohibited. Such behaviour will result in immediate suspension or permanent termination of membership without notice or refund. STRYKE reserves the right to pursue legal action.
- **Property Respect:** Members must treat all STRYKE equipment and property with care and respect. Intentional damage or theft will result in liability for full repair or replacement costs plus potential legal action.
- **Personal Belongings:** STRYKE is not responsible for the loss, theft, or damage of personal belongings under any circumstances. Members are advised to secure valuables in designated lockers and avoid bringing unnecessary items of value to the facility.
- **Smoking, Alcohol & Substances:** Strictly prohibited within the facility, car park, and all surrounding areas. Attending sessions under the influence of alcohol or controlled substances will result in immediate refusal of entry or removal from the premises.
- **Children Policy:** Children under 16 participating in supervised sessions must be dropped off and collected by a parent or guardian. STRYKE accepts no responsibility for unsupervised minors on the premises outside of scheduled class times.
- **Guest Policy:** Non-members are not permitted to use the facility unless expressly authorised by management (e.g., during trial classes or events).

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## 8. Liability and Waiver

- **Assumption of Risk:** Members acknowledge and accept that participation in combat sports, fitness training, and related physical activities involves inherent risks, including but not limited to physical injury, muscle strain, cardiovascular stress, and other health risks. Members choose to participate voluntarily, with full knowledge of these risks.
- **Release of Liability:** By enrolling and participating in STRYKE activities, members release STRYKE, its directors, owners, instructors, employees, and agents from any and all liability for injuries, losses, or damages incurred while on the premises or participating in any STRYKE activity except where such injury or loss is directly caused by gross negligence or intentional misconduct by STRYKE or its staff.
- **STRYKE's Liability Cap:** To the maximum extent permitted by law, STRYKE's total liability to any member shall not exceed the total membership fees paid by that member in the 3 months preceding the event giving rise to the claim.
- **Insurance:** STRYKE maintains appropriate public liability insurance. Members are solely responsible for securing their own personal health, accident, and injury insurance as they deem necessary. STRYKE is not obligated to provide such cover.
- **Indemnification:** Members agree to fully indemnify, defend, and hold harmless STRYKE and its staff from any claims, actions, damages, costs, or liabilities arising from their participation in STRYKE activities or their breach of these Terms &

Conditions.

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## 9. Privacy and Data Protection

- **Data Collection:** STRYKE collects personal data including name, contact details, health information, and payment details solely for the purpose of membership management, class scheduling, billing, and communication.
  - **Legal Basis:** Data is processed on the basis of contractual necessity, legitimate interests, and, where applicable, explicit consent. Health data is processed solely to ensure member safety.
  - **GDPR Compliance:** STRYKE complies fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Appropriate security measures are in place to protect personal data from unauthorised access, alteration, disclosure, or destruction.
  - **Third-Party Sharing:** Personal data may be shared with Mindbody and other authorised third-party processors solely for operational purposes. All processors are contractually obligated to maintain data confidentiality and security.
  - **Member Rights:** Members have the right to access, rectify, restrict, or request erasure of their personal data, subject to legal obligations. To exercise these rights, contact [enquiries@strykestudio.co.uk](mailto:enquiries@strykestudio.co.uk).
  - **Data Retention:** Personal data will be retained only for as long as necessary to fulfil the purposes for which it was collected, including legal, financial, and regulatory obligations.
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## 10. Intellectual Property

- All content, materials, logos, brand identity, imagery, social media content, training methodology, and intellectual property associated with STRYKE are the exclusive property of STRYKE. Members may not use, reproduce, publish, distribute, or commercially exploit any STRYKE intellectual property without prior explicit written consent from STRYKE management. Unauthorised use may result in legal action.
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## 11. Amendments to Terms & Conditions

- STRYKE reserves the right to amend, update, or replace these Terms & Conditions at any time without prior notice. Where practically possible, members will be notified of material changes via email. Updated terms will be published on the STRYKE website. Continued participation in STRYKE services following the publication of updated terms constitutes full acceptance of the revised Terms & Conditions. It is the member's responsibility to review terms regularly.
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## 12. Governing Law and Dispute Resolution

- **Governing Law:** These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales.
  - **Good Faith Resolution:** Any dispute arising under or in connection with these terms should first be addressed through good faith written communication between the member and STRYKE management at [enquiries@strykestudio.co.uk](mailto:enquiries@strykestudio.co.uk).
  - **Mediation:** If good faith resolution fails, the parties agree to attempt to resolve the dispute through an independent mediation service before initiating formal legal proceedings.
  - **Jurisdiction:** Any unresolved disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales. Members waive any right to bring proceedings in any other jurisdiction.
  - **Severability:** If any provision of these Terms & Conditions is found to be unlawful, void, or unenforceable, that provision shall be deemed severable and shall not affect the validity or enforceability of the remaining provisions.
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*By enrolling, purchasing, or participating in any programme at STRYKE, you confirm that you have read, fully understood, and unconditionally agree to abide by these Terms & Conditions. This agreement is legally binding from the point of enrolment.*

**STRYKE Dept. of Combat & Fitness**

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