

Membership and Booking Terms

Last Updated: March 2026

These Membership and Booking Terms apply to all members, visitors, and users of services provided by HP14 Fitness.

By purchasing a membership, booking a class, or accessing the facilities, you agree to these Terms and the HP14 Fitness Unmanned Gym Access Policy.

1. Membership Eligibility

Membership is available to individuals aged 18 years or over unless otherwise agreed by HP14 Fitness.

Members must ensure that all personal details provided during registration are accurate and kept up to date.

2. Membership Access

Membership provides access to the facilities and services included within the membership package selected.

Access to the facility is controlled through secure systems including QR code entry, PIN entry, or other digital access credentials.

Access credentials are personal and must not be shared with any other individual.

Members must not allow entry to non-members or guests unless explicitly authorised by HP14 Fitness.

Misuse of access credentials may result in immediate suspension or termination of membership.

3. Opening Hours

HP14 Fitness operates daily between 5:00am and 11:00pm.

Members may only access the facility during these operational hours.

Access outside of these hours is strictly prohibited.

HP14 Fitness operates partially as an unmanned facility, meaning there may be periods where no staff members are present on site, including at the time the facility closes.

Members agree to exercise responsibly when using the facility during unmanned periods.

4. Class Bookings

Classes and studio sessions may require advance booking through the HP14 Fitness website, booking system, or mobile application.

Spaces are limited and operate on a first-come, first-served basis.

Members must attend only classes that have been booked in advance where booking is required.

5. Class Cancellation Policy

Where applicable, members must cancel class bookings within the specified cancellation window.

Late cancellations or failure to attend may result in loss of the booking or session credit.

6. Payments

Membership fees must be paid in advance through the payment methods provided.

Failure to maintain payment may result in suspension of membership access.

HP14 Fitness reserves the right to amend membership pricing with reasonable notice.

7. Membership Cancellation

Members may cancel their membership by providing a minimum of one calendar month's written notice.

Notice must be submitted via the membership portal or by contacting HP14 Fitness by email.

Membership will remain active during the notice period and payment obligations will continue during this time.

8. Member Conduct

Members must behave respectfully towards staff and other members.

Members must:

- use equipment safely and as intended
- return equipment after use

- maintain appropriate hygiene standards
- avoid behaviour that may endanger themselves or others

HP14 Fitness reserves the right to suspend or terminate memberships where behaviour is unsafe, abusive, or in breach of these Terms.

9. 24/7 Access Behaviour Rules

Members must not remain inside the facility beyond closing time.

Members must exit the facility promptly when operational hours end.

Members must not permit unauthorised individuals to enter the facility.

Any misuse of access systems, including credential sharing or unauthorised entry, may result in suspension or termination of membership.

10. Use of CCTV and Monitoring

For the safety and security of members and staff, CCTV operates within parts of the facility.

CCTV footage may be used for:

- security monitoring
- investigation of incidents
- prevention of misuse of the facility
- protection of members and staff

Access control systems may also record entry and exit activity.

All monitoring is conducted in accordance with applicable UK data protection laws.

11. Emergency and Injury Procedures

Members must exercise responsibly and within their physical limits.

If an injury or emergency occurs, members should follow the emergency instructions displayed within the facility and seek appropriate assistance.

Emergency contact procedures and safety information are displayed within the gym.

Members should report any accidents, injuries, or safety concerns to HP14 Fitness as soon as reasonably possible.

12. Health Responsibility

Members confirm they are medically fit to participate in exercise activities.

Members must inform instructors or staff of any relevant injuries, health conditions, or limitations that may affect safe participation.

Members participate in physical activity at their own risk.

13. Personal Property

HP14 Fitness accepts no responsibility for loss, theft, or damage to personal belongings brought onto the premises.

14. Changes to Facilities or Services

Opening hours, class schedules, equipment, and facilities may change from time to time for operational reasons including maintenance, safety, or business requirements.

15. Termination by HP14 Fitness

HP14 Fitness reserves the right to suspend or terminate memberships where these Terms are breached or where conduct poses a risk to the safety or wellbeing of others.

16. Liability

Participation in physical activity carries inherent risk.

To the fullest extent permitted by law, HP14 Fitness shall not be liable for injuries sustained during participation except where caused by negligence.

Nothing in these Terms excludes liability for death or personal injury caused by negligence.

17. Governing Law

These Terms are governed by the laws of England and Wales.