



## **FitIQ Junior OCR & Ninja Club – General Terms and Conditions of Booking**

### **1. Booking and Payment**

- a. The term cost covers the full term, not individual sessions, and secures your child's place for the entire duration of the term.
- b. Payment must be made in full at the time of booking to confirm your child's place.

### **2. Session Attendance**

- a. If your child is unable to attend a session, FitIQ will not reduce the term cost or be liable to make up the session.
- b. No refunds will be given if your child misses a session due to illness, scheduling conflicts, or other personal reasons.

### **3. Behaviour Expectations**

- a. If your child is asked to leave a session due to poor behaviour, no refund will be provided.
- b. FitIQ has the right to remove any participant from a session if their behaviour disrupts others or does not meet the expected standards of respect and safety.

### **4. Mobile Phones, Cameras, and Recording Devices**

- a. **No mobile phones, cameras, or recording devices of any kind** are to be brought to the session for any reason.
- b. If your child needs to contact you, a member of the FitIQ team will facilitate communication for them.

### **5. Drinks and Food**

- a. **No fizzy or 'energy' drinks** are to be consumed in the Tunnel at any time.
- b. Only water and healthy snacks are permitted during the session.

### **6. Safe Space Policy**

- a. At FitIQ, we pride ourselves on creating a **safe space**, free from any form of bullying, body shaming, or unwanted advances of any kind.
- b. If any child or young adult feels unsafe or concerned in any way, we ask that it is raised directly with Lou, either in person or via email at **[lou@fitiq.life](mailto:lou@fitiq.life)**.

### **7. Cancellation and Refunds**

- a. Once payment is made, it is non-refundable for the term, except in exceptional circumstances as determined by FitIQ.
- b. If FitIQ cancels a session for any reason, a full refund or rescheduling option will be provided.

### **8. Liability**

- a. FitIQ is not liable for any injury or loss sustained during participation in sessions, except where required by law.

By completing the booking, you confirm your understanding and agreement to these terms and conditions.