

Terms and Conditions of Booking

Junior Participants, Parents and Carers

Last updated: 17 September 2026

These terms cover the booking and payment of FITIQ Junior sessions. Participation is also subject to the FITIQ Junior Participant Agreement and Privacy Notice.

1. Booking and Securing a Place

FITIQ Junior places are booked by term. A place is only guaranteed once the full term payment has been received and the booking has been confirmed.

All bookings and payments should be made through fitiq.pembee.app. Adding a place to your basket or beginning a booking does not secure the place until the booking has been completed and payment made.

2. Payment

Full payment for the term must be made before the start of the term to secure your child's place.

FITIQ does not normally offer split billing, instalments or monthly payments. Alternative payment arrangements may only be agreed in advance in exceptional circumstances.

Cash or other payment methods will only be accepted where this has been agreed with FITIQ in advance.

3. Rebooking for the Next Term

Places do not automatically roll over from one term to the next. When booking opens for the following term, your child must be rebooked through the FITIQ booking system. A current place does not guarantee a place for the next term until the new booking has been completed and paid for.

We use the FITIQ parent WhatsApp groups to let parents and carers know when booking will open for the next term. If you are not currently part of the relevant WhatsApp group, please contact lou@fitiq.life.

Where a place has not been rebooked and paid for, FITIQ may offer that place to another child.

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4. Term Fees and Missed Sessions

Term fees cover the full term and reserve your child's place for all of the scheduled sessions. The fee is not calculated according to the number of sessions your child actually attends.

We do not normally provide refunds, credits or replacement sessions where a child misses a session because of illness, holidays, other commitments or personal circumstances.

5. Cancellations and Refunds

If you cancel your child's place before the term begins and FITIQ is able to fill that place with another child, we are happy to provide a refund. If we are unable to fill the place, a refund is not guaranteed because the place has been reserved for your child. Once the term has started, refunds will not normally be provided where a child simply decides to stop attending.

Where a child is asked to stop attending FITIQ because of persistent poor behaviour or disruption, no refund will be given for the remaining sessions.

6. Changes to Bookings

Requests to move to another FITIQ class are subject to availability and must be agreed with FITIQ. A transfer cannot be guaranteed simply because a child already has a place in another session.

If a child joins during a term and a place is available, the term cost will be pro rated based on the remaining sessions.

7. Sessions Cancelled by FITIQ

If FITIQ has to cancel a session, we will provide an appropriate replacement session, credit or refund for the affected session where possible.

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8. Payment Difficulties

We do not want financial difficulty alone to prevent a child from continuing at FITIQ. If your family is experiencing difficulty paying for a term, please contact lou@fitiq.life before the payment is due.

Where possible, we will work with you to find an appropriate solution. Any alternative payment arrangement must be agreed with FITIQ in advance.

9. Confirmation

By completing your booking, you agree to these Terms and Conditions of Booking and the FITIQ Junior Participant Agreement, both of which are available to review before payment.