Six Visits Free Gift Promotion

Terms and Conditions

1. Eligibility

The promotion is available only to members who are invited by The Gym Group to participate and receive the initial promotional email during the promotion period stated in their invitation.

The Gym Group may determine which members are invited to take part. Members who have not been invited are not eligible, even if they complete six qualifying visits.

Only one free gift is available per eligible member.

2. Qualification period

Each member's qualification period begins on the calendar date they join and ends 30 days after their join date.

The member's individual deadline will be shown in the initial promotional email. Visits made before the initial email is received may still count if they fall within the member's qualification period.

3. Qualifying visits

To qualify, members must complete six visits that:

- Last at least 15 minutes.
- Have a valid entry and exit time.
- Take place within the individual qualification period.

Only one visit per calendar day will count, including where a member visits more than one Gym Group location on the same day.

Visits at other Gym Group locations, including reciprocal-gym visits permitted by the member's membership.

A visit will count against the calendar date on which the member entered the gym, even if they leave after midnight.

Visits without a recorded exit time or duration will not qualify. Delayed visit records may still count where the recorded entry date falls within the qualification period.

The Gym Group's membership and access records will be used to determine qualification.

4. Receiving the reward

Once a member's sixth qualifying visit has been recorded and validated, they will receive an email containing:

- Confirmation that they have qualified.
- Their unique reward code.
- A link to order their gift.
- Instructions for claiming the gift.

The email may not arrive immediately after the sixth visit because visits must first be received and processed by our systems.

Members must have an active membership when their qualification is processed, and their reward code is allocated.

5. Reward codes

Each reward code:

- Is a unique five-character alphanumeric code.
- Is single-use.
- Is allocated to one qualifying member only.
- Cannot be exchanged for cash, resold or transferred.
- Expires 30 days after the reward email is sent.

The expiry date will be included in the reward email. Expired codes cannot normally be replaced or extended.

6. Email communications

Members must be opted in to receive marketing emails when the initial promotional email is sent.

Members may withdraw their marketing consent at any time. The effect of withdrawing consent on the delivery of any earned reward will be handled in accordance with applicable marketing and data-protection requirements.

Members are responsible for keeping their registered email address accurate.

If a reward email bounces, the allocated code will remain reserved for that member until it expires. Members who believe they qualified but did not receive their code should contact Customer Services

7. Gift redemption and delivery

The free gift consists of 1x metallic bottle & 1x towel.

Gift redemption and delivery are managed by Innovations 4 Leisure T/A P81. Members must redeem their code through their redemption link and follow the instructions provided.

Members will be required to enter their personal and delivery details on the redemption website. P81 will process and dispatch the gift using Evri. Order confirmation and delivery tracking communications may be sent by P81.

Gifts are subject to availability. Where necessary, an alternative of equal or greater value may be offered. There is no cash alternative.

8. Misuse and technical issues

The Gym Group may withhold or cancel a reward where it reasonably believes that visits, membership details or reward codes have been manipulated or misused.

Members who believe a visit is missing should contact Customer Services. The Gym Group may correct a qualification decision where there is clear evidence of a system or data processing error.

Issues relating to gift delivery or tracking should be raised through the contact route provided by P81.

9. Personal information

Personal information will be used to administer the promotion, verify eligibility, issue reward codes, handle queries and measure campaign performance.

Information provided by members during redemption may be shared with P81 where necessary to process the order, dispatch the gift, provide delivery tracking and handle fulfilment queries.

Information will be handled in accordance with The Gym Group's privacy notice, available here, and any applicable P81 privacy information.

10. General

These Terms and Conditions should be read alongside the member's standard Gym Group membership terms.

The Gym Group may amend, suspend or withdraw the offer where circumstances outside its reasonable control make this necessary. We will not use this provision to disadvantage members who have already

qualified, except where reasonably necessary to prevent fraud or comply with the law.

These Terms and Conditions are governed by the laws of England and Wales and do not affect members' statutory rights.