

BlockFit Customer Terms

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Who we are

BlockFit is a marketplace where you can book fitness, wellness and movement classes at independent studios. We're operated by **BlockFit Ltd** (Company No. 17160331), with our registered office at 128 City Road, London EC1V 2NX.

These terms set out the agreement between you ("**you**") and BlockFit ("**we**", "**us**" or "**BlockFit**") when you use the Platform — the BlockFit website at blockfit.co and our mobile apps. Studios operating on BlockFit have their own Studio Partner Agreement with us; these terms govern your relationship with BlockFit as a Customer.

1. Your account

To book classes through BlockFit you'll need to create an account. By doing so you confirm that:

- You are at least 16 years old (or have a parent or guardian's permission where required for the classes you book);
- The information you provide is accurate, including your name, contact details and any health information you choose to share;
- You'll keep your login credentials secure.

You can close your account at any time through the Platform. Closing your account doesn't automatically refund unused Credit Blocks or cancel active Subscriptions — see sections 5 and 6.

2. How booking works

You can book classes through BlockFit in three ways:

(a) Cash Bookings. Pay for an individual class at the time of booking using a debit or credit card.

(b) Credit Bookings. Buy a prepaid bundle of credits ("**Credit Block**") issued by a specific studio, then redeem credits against individual classes at that studio. Credit Blocks are studio-specific — credits bought at Studio A can only be used at Studio A. The terms of each Credit Block (number of credits, expiry, refund policy) are displayed before you purchase.

(c) Subscription Bookings. Subscribe to a studio's monthly Subscription, giving you a defined entitlement of bookings at that studio each month. Subscriptions are studio-specific — when you subscribe to Studio A's Subscription, your entitlement applies only to classes at Studio A. Different studios offer different Subscription tiers (for example unlimited classes, fixed number per month, with or without rollover). The terms of your specific Subscription are displayed before you subscribe and are charged on a recurring monthly basis until you cancel.

3. Pricing — the price you see is the price you pay

The price displayed at the time of booking ("**Customer Price**") is the only charge you'll pay for that class. **Studios cannot add equipment fees, mat hire, towel hire or other charges at the venue.** If a studio attempts to charge you anything beyond the Customer Price for a Booking, please let us know and we'll take it up with them.

Some classes use dynamic pricing — the price varies based on demand, capacity and time-to-class. The studio sets a minimum price ("**Rate Floor**") below which we'll never list the class. The price you see at booking is what you pay, full stop.

VAT, where applicable to the supply of classes, is included in the Customer Price.

4. Booking guarantees from studios

When you book a class through BlockFit, the studio commits to honouring your booking. **A studio cannot cancel your booking just because someone else has booked the same slot through the studio's direct channels or another marketplace.** Where a capacity error occurs, priority goes to whoever booked first regardless of which channel the booking came through. You won't be bumped from a class because of a direct booking the studio took afterwards.

A studio may only cancel your booking where:

- The class itself is cancelled (for example instructor illness with no cover, weather closure, venue issue); or
- There's a genuine operational reason that means your booking can't be honoured (for example a duplicate booking error, an equipment issue affecting capacity, or a safety concern).

If a studio cancels your booking, you'll be notified as soon as reasonably practicable. We'll help you find a suitable alternative class where possible. If no alternative works for you, you'll be refunded the

Customer Price (for Cash Bookings) or have the credit/entitlement returned to your account (for Credit and Subscription Bookings).

5. Cancellations and changes

By you. You can cancel a Booking without charge up to **12 hours before** the scheduled start of the class. After the 12-hour deadline, the booking is treated as a "Late Cancellation" and the same charge applies as if you'd attended (for Cash Bookings) or the credit/entitlement is consumed (for Credit and Subscription Bookings). Some studios have notified us of a stricter cancellation window — we always apply the more lenient of our 12-hour default and the studio's published policy, so you have at least 12 hours to cancel without charge.

We may waive late cancellation charges in cases of illness, injury or other compelling personal circumstances — contact us through the Platform if this applies to you.

By the studio. Only as set out in section 4.

By us. We may cancel or refuse to process a Booking if we reasonably suspect fraud, payment failure, or breach of these terms. Where we cancel a Booking we'll refund any Customer Price paid (for Cash Bookings) or restore the credit/entitlement (for Credit and Subscription Bookings).

6. Refunds

Cash Bookings. Where a class is cancelled by the studio, or not delivered substantially in line with the listing (materially different format, instructor not present, or similar), you'll be refunded automatically.

Credit Blocks. Refund eligibility for unused Credit Blocks depends on the studio's published terms (displayed at the time of purchase) and applicable consumer law. Where you're entitled to a refund — for example because the studio has ceased operating, or under a statutory right — we'll process it directly through the same payment method you used.

Subscriptions. You can cancel a Subscription at any time through the Platform; cancellation takes effect at the end of the current monthly billing period (you keep your entitlement for the period you've paid for). Refunds for partial periods are available where required by the studio's published terms or by applicable consumer law.

Statutory rights. Nothing in this section affects your statutory rights under the Consumer Rights Act 2015 or the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Where the 14-day cooling-off right applies to a distance contract, please note this right may be lost where you've expressly requested a service to begin within the cooling-off period and the service has been fully performed.

7. Free Classes

From time to time you may see "Free Classes" on the Platform. There are two types and both are genuinely free for you:

(a) BlockFit-funded Free Classes. We offer these to help you discover new studios. The studio is paid for the class out of our marketing budget — they're not delivering it for nothing.

(b) Studio-funded Free Classes. Some studios run their own free promotions through the Platform. The studio receives no payment for these and we don't take any platform fee — it's a genuine promotional class run by the studio.

Free Classes are subject to the same cancellation rules as paid Bookings (section 5), and Late Cancellations or no-shows on Free Classes may attract a fee.

8. Your information

What we share with studios. When you book a class, we share with the studio your first name, surname, the booking record, and any operational information you've chosen to share (such as injury notes or accessibility needs). **We don't share your email address, phone number or postal address with studios** unless you choose to give those to them directly.

In-app messaging. The Platform provides messaging between you and the studio about your booking. Studios are not permitted to use this messaging to ask you for your contact details for marketing or other purposes outside the booking. If a studio does this, please report it through the Platform.

Direct relationships. If you choose to give a studio your contact details directly — for example by signing up to their mailing list at the venue, filling in a waiver form, or following them on social media — that's your relationship with the studio. BlockFit isn't involved in or restricted by it.

Privacy policy. Our full Privacy Policy at blockfit.co/privacy explains what data we collect, how we use it, your rights under UK GDPR, and how to contact us about data protection. Please read it.

9. How you use the Platform

You agree to:

- Use the Platform only for booking and attending classes for your own personal use;
- Provide accurate information when booking and attending classes (especially health or injury information that may be relevant to the class);
- Treat studio staff, instructors and other Customers with respect at venues;
- Not resell Bookings, Credit Blocks or Subscription entitlements;

- Not attempt to circumvent the Platform's payment, cancellation or other commercial mechanisms.

We can suspend or close your account if you breach these obligations or behave in a way that puts other Customers, studio staff or BlockFit's operations at risk.

10. Liability

We provide the Platform with reasonable care and skill. Studios are responsible for the safe and lawful delivery of their classes — we don't deliver classes ourselves, and we're not the venue.

To the extent permitted by law, our liability to you for any claim arising out of your use of the Platform is limited to the total amount you've paid through the Platform in the 12 months before the event giving rise to the claim, save in respect of:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- any liability that cannot be excluded or limited under applicable law (including under the Consumer Rights Act 2015).

We are not liable for the conduct of studios or other Customers, or for any loss arising from a studio's act or omission, except to the extent we have ourselves contributed to that loss.

11. Changes to these terms

We may update these terms from time to time. Where a change is material, we'll notify you in advance and (where required) ask you to accept the updated terms before your next Booking. Where a change is non-material — typo corrections, clarifications, similar — we'll publish the updated terms and notify you through the Platform.

12. General

Governing law. These terms are governed by the laws of England and Wales.

Jurisdiction. Any dispute will be resolved in the courts of England and Wales (though as a consumer you may also have rights to bring proceedings in your country of residence under applicable law).

Contact. For support, contact us through the Platform or at hello@blockfit.co. For legal notices, write to BlockFit Ltd, 128 City Road, London EC1V 2NX or email legal@blockfit.co.

End of Customer Terms v2.1, dated 10 May 2026.