

INNPULSE LTD

MEMBERSHIP TERMS & CONDITIONS

Last updated: July 2026

These Terms & Conditions ("Terms") form the agreement between **Innpulse Ltd** ("Innpulse", "we", "us" or "our") and the individual purchasing or using an Innpulse membership ("Member", "you" or "your").

Company: Innpulse Ltd

Company number: 16473179

Registered office: AW House, 6–8 Stuart Street, Luton, LU1 2SJ

Contact email: luton@innpulse.co.uk

Telephone: 01582 354660

Please read these Terms carefully before purchasing a membership.

Your individual membership selection will show your membership price, payment frequency, start date, minimum commitment period and any membership-specific cancellation or continuation terms. Those details form part of your agreement with us.

1. YOUR MEMBERSHIP

Your membership provides access to the services included within the membership package you selected at the time of joining.

Depending on your membership, this may include EMS training sessions, personal training, body-composition assessments, coaching support, member-app services, running club or other services specified in your membership package.

Your membership is personal to you and may not be transferred, shared or resold unless Innpulse agrees otherwise in writing.

Membership services, opening hours, timetables and available appointment times may change from time to time according to reasonable operational requirements.

2. YOUR MEMBERSHIP AGREEMENT

When joining, you will be shown the key details of your membership, including:

- the membership/package selected;
- membership fee;
- payment frequency;
- membership start date;
- minimum commitment period, where applicable;
- what happens at the end of the minimum or introductory term;
- the notice required if you do not wish the membership to continue; and
- any introductory offer or other special conditions.

These details, together with these Terms, constitute your membership agreement.

You should check these details carefully before completing your membership purchase.

Online and Distance Memberships

Where you purchase your membership online, by telephone or otherwise enter into a qualifying distance or off-premises contract, you may have a statutory right to cancel the agreement within **14 days without giving a reason**.

If you ask us to begin providing your membership services during the 14-day cancellation period and subsequently exercise your statutory right to cancel, you may be required to pay a proportionate amount for services already provided, where permitted by law.

Where applicable, we will obtain any request or acknowledgement required by law before commencing services during the cancellation period.

Nothing in these Terms limits or removes any statutory cancellation rights available to you.

3. MEMBERSHIP OPTIONS AND MINIMUM TERMS

Different Innpulse memberships may have different minimum commitment periods, prices and cancellation requirements. The specific terms applying to the membership you select will be clearly displayed before you enter into the agreement.

6-Week Introduction to EMS Membership

The **6-Week Introduction to EMS Membership** is an introductory membership designed for new members beginning EMS training with Innpulse.

- lasts for **6 weeks**;
- costs **£240 in total**; and
- includes **one EMS session per week, providing 6 sessions in total**.

Important – Automatic Continuation

At the end of the initial 6-week period, your membership will **automatically continue** onto our standard rolling membership at **£140 every 4 weeks** unless you provide at least **7 days' written notice before the end of your 6-week introductory term** that you do not wish to continue.

If the required notice is not received, the membership will move onto the rolling membership and the first £140 rolling-membership payment will become due in accordance with the payment schedule provided to you.

Once your membership has moved onto the standard rolling membership, **4 weeks' written notice** is required to cancel.

12-Week EMS Membership

The **12-Week EMS Membership** has a minimum commitment of **12 weeks**.

The membership fee is **£140 every 4 weeks**, providing one EMS session per week.

During the initial 12-week minimum term, three 4-weekly membership payments will ordinarily become due.

Important – Automatic Continuation

At the end of your initial 12-week minimum term, your membership will **automatically continue** as a rolling membership at **£140 every 4 weeks** unless you provide at least **4 weeks' written notice** that you do not wish the membership to continue.

Once the membership becomes rolling, you may cancel at any time by providing **4 weeks' written notice**.

Any other membership package offered by Innpulse will have its applicable price, minimum term, payment schedule and continuation arrangements clearly disclosed before purchase.

4. MEMBERSHIP PAYMENTS

Membership payments will be collected using the payment method agreed when you join, normally Direct Debit.

For memberships charged every 4 weeks, payments are collected on a **4-weekly basis and not once per calendar month**.

A 4-weekly payment schedule ordinarily results in **13 payment periods over a full 52-week year**, rather than 12 monthly payments.

Your individual payment schedule will be made available through our membership/payment system where applicable.

You authorise payments to be collected in accordance with your selected membership and the applicable payment mandate.

Direct Debit payments are additionally protected by the **Direct Debit Guarantee**.

You are responsible for ensuring that valid payment details are maintained and sufficient funds are available when payments become due.

If your payment details change, you must update them as soon as reasonably possible.

5. FAILED OR OVERDUE PAYMENTS

If a membership payment fails, we may contact you and attempt to collect the outstanding amount again.

We may temporarily suspend access to bookings, sessions or other membership services while membership payments remain overdue.

We will not impose disproportionate penalties for failed payments.

Where reasonable costs are genuinely incurred as a direct result of recovering an overdue payment, we reserve the right to recover those costs where permitted by law.

Repeated or material non-payment may result in termination of membership.

Termination for non-payment does not automatically remove liability for membership fees that lawfully became due before termination.

We encourage members experiencing financial difficulty to contact us as early as possible so that available options can be discussed.

Simply cancelling your Direct Debit does not constitute cancellation of your membership agreement.

6. EMS SESSION BOOKINGS

EMS and other appointment-based services are subject to availability and must be booked through the booking method provided by Innpulse.

We cannot guarantee that a particular trainer, time or appointment slot will always be available.

We will make reasonable efforts to maintain appropriate appointment availability for our membership base.

7. APPOINTMENT CANCELLATIONS

We operate a **48-hour appointment cancellation policy**.

Where you cancel or rearrange an appointment with at least 48 hours' notice, the session may be rearranged subject to your membership entitlement and availability.

Where less than 48 hours' notice is provided, the session will ordinarily be treated as used and may be forfeited.

We recognise that genuine emergencies and exceptional circumstances occur. Innpulse may waive the late-cancellation policy at its reasonable discretion.

Repeated late cancellations or non-attendance may result in sessions being forfeited.

8. LATENESS

Please arrive in sufficient time for your scheduled appointment.

Because EMS appointments operate within fixed appointment periods, arriving late may mean that your session needs to be shortened.

Where a member arrives so late that the session cannot reasonably or safely be delivered, the appointment may be treated as a late cancellation.

We will always prioritise safe delivery of EMS training over attempting to complete a session within an insufficient period.

9. IF INNPULSE CANCELS YOUR SESSION

Where we need to cancel an appointment, we will make reasonable efforts to provide as much notice as possible.

A session cancelled by Innpulse will not be forfeited.

We will provide an appropriate replacement appointment, session credit or other reasonable remedy.

10. CANCELLING YOUR MEMBERSHIP

Cancellation requests must be made **in writing** by emailing: luton@innpulse.co.uk.

We will confirm receipt of your cancellation request and advise you of your membership end date and any remaining payment properly due.

Simply cancelling your Direct Debit does not constitute cancellation of your membership.

6-Week Introduction to EMS Membership

If you do not want your 6-week introductory membership to continue onto the standard £140 every 4 weeks rolling membership, you must give us at least **7 days' written notice before the end of the initial 6-week term**.

If the required notice is not received, your membership will continue onto the standard rolling membership.

Once your membership has moved onto the standard rolling membership, **4 weeks' written notice** is required to cancel.

12-Week EMS Membership

The 12-Week EMS Membership has a minimum commitment of **12 weeks**.

If you want your membership to end at the conclusion of the initial 12-week term, you must provide at least **4 weeks' written notice**.

If the required notice is not received, your membership will continue on a rolling 4-week basis at the applicable membership price.

Rolling Memberships

Once you are on a standard rolling membership, you may cancel at any time by providing **4 weeks' written notice**.

Your membership and access to its associated services will continue during your notice period.

Any membership payment falling properly due during the notice period remains payable.

Cancellation During a Minimum Term

A minimum-term membership cannot ordinarily be cancelled simply because you have changed your mind or no longer wish to use the service, except where a statutory cancellation right applies.

However, we recognise that circumstances can materially change.

- serious illness or injury preventing participation;
- pregnancy where continued participation is not appropriate;
- significant and unexpected financial hardship;
- permanent relocation making attendance impracticable; or
- another substantial change in circumstances that makes continued membership unreasonable.

We may request reasonable supporting evidence.

We will consider each request fairly and will not unreasonably refuse cancellation where continuing to hold the member to the agreement would be unfair.

Nothing in this section affects your statutory consumer rights.

11. MEMBERSHIP FREEZES

Innpulse may allow a membership to be temporarily frozen in circumstances including injury, illness, pregnancy or other significant circumstances.

Freeze requests must be submitted in writing.

We may request reasonable supporting information.

Where a membership is frozen during a minimum commitment period, the minimum-term end date may be extended by the corresponding freeze period where this is made clear and agreed when the freeze is approved.

Any applicable freeze fee or other condition will be disclosed before the freeze is agreed.

12. PRICE CHANGES

The price agreed for a fixed minimum membership term will not normally be increased during that minimum term unless:

- the possibility and basis of the change was clearly disclosed when you joined;
- the change is required because of a change in law or taxation; or
- you expressly agree to the change.

After your minimum term has ended, we may change membership prices by providing reasonable advance notice.

If we make a material price increase to a rolling membership, you may cancel the membership before that increase takes effect in accordance with the cancellation instructions provided with the notice.

13. CHANGES TO SERVICES

From time to time we may reasonably change timetables, instructors, equipment, studio arrangements, technology, booking systems or other operational aspects of the service.

We will not make changes that materially deprive you of the principal service you purchased without providing an appropriate remedy.

If we make a substantial change that materially disadvantages you, we will consider reasonable options, including cancellation where appropriate.

14. HEALTH AND EMS SAFETY

EMS is a physically demanding form of exercise and is not appropriate for every person or every medical circumstance.

Before participating, you must complete any health screening, EMS declaration or other safety assessment required by Innpulse.

You agree to provide accurate and complete information concerning matters relevant to safe participation.

You must inform your trainer before participating if there has been a relevant change to your health, including a new medical condition, injury, pregnancy, operation, medication or other circumstance that may affect your ability to exercise safely.

Where appropriate, we may require medical clearance before allowing you to participate.

Our trainers may modify, postpone or refuse a session where they reasonably believe participation would be unsafe.

Your health and safety take priority over completion of a scheduled session.

15. MEMBER RESPONSIBILITIES

During training you agree to:

- follow reasonable safety instructions provided by your trainer;
- use equipment appropriately;
- inform your trainer immediately if you experience pain, dizziness, unusual shortness of breath or other concerning symptoms;
- not deliberately conceal relevant health information;
- treat staff and other members respectfully; and
- comply with reasonable studio health and safety rules.

Innpulse reserves the right to stop a session where continuing would, in the trainer's reasonable professional judgement, present a safety risk.

16. RESULTS

Exercise, fitness and body-composition outcomes vary significantly between individuals.

Any examples, testimonials, estimates or discussions concerning possible results are illustrative and are not guarantees of a particular outcome.

Results can be affected by factors outside Innpulse's control, including nutrition, activity levels, health, medication, sleep, consistency and individual physiology.

17. LIABILITY

Nothing in these Terms excludes or limits liability where doing so would be unlawful.

In particular, nothing in these Terms excludes or limits liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or restricted.

You remain responsible for following reasonable safety instructions and providing accurate information relevant to your safe participation.

We are not responsible for loss or damage caused by circumstances outside our reasonable control, or loss that was not reasonably foreseeable when the membership agreement was entered into, except where the law provides otherwise.

Nothing in these Terms affects your statutory rights as a consumer.

18. PERSONAL BELONGINGS

Members are responsible for personal belongings brought into the studio.

We recommend that valuable items are not left unattended.

Nothing in this section excludes liability where loss or damage results from our negligence or where liability cannot legally be excluded.

19. CONDUCT

We want Innpulse to provide a safe and respectful environment.

Abusive, threatening, discriminatory, sexually inappropriate, dangerous or seriously disruptive behaviour towards staff, contractors or other members will not be accepted.

Serious misconduct may result in immediate suspension or termination.

Where membership is terminated because of serious misconduct, we will deal fairly with any prepaid services or outstanding contractual obligations according to the circumstances and applicable law.

20. TEMPORARY CLOSURE AND EVENTS OUTSIDE OUR CONTROL

There may occasionally be circumstances outside our reasonable control that affect our ability to provide services, including severe weather, utility failure, government restrictions, serious equipment failure or other significant events.

We will take reasonable steps to minimise disruption.

Where services cannot be provided for a significant period, we will consider an appropriate remedy having regard to the duration and impact of the disruption.

21. DATA PROTECTION AND PRIVACY

Innpulse Ltd processes personal information in accordance with applicable UK data-protection law.

Our Privacy Notice explains what information we collect; why we use it; our lawful bases for processing; how we process health and other special-category information; organisations and service providers with whom information may be shared; international data transfers where applicable; how long information is retained; your data-protection rights; and how to raise a data-protection complaint.

Our Privacy Notice will be provided when you join and is available on request by contacting luton@innpulse.co.uk.

Innpulse uses third-party providers to help operate its membership, booking and payment services. These may include **LegitFit and Stripe**.

Further information is provided in our Privacy Notice.

22. MARKETING AND MEMBER COMMUNICATIONS

We may contact you where necessary to administer your membership, bookings, payments, health and safety matters or services.

These service communications are different from marketing communications.

Where required by law, marketing communications will only be sent where we have an appropriate lawful basis and any necessary consent.

You can unsubscribe from electronic marketing at any time without affecting essential membership communications.

23. COMPLAINTS

We want the opportunity to resolve concerns directly.

General complaints may be submitted to: luton@innpulse.co.uk.

We will investigate complaints fairly and respond within a reasonable period.

Data-Protection Complaints

If your complaint concerns how we have collected, used, stored, shared or otherwise handled your personal information, you may submit a data-protection complaint to luton@innpulse.co.uk.

We will acknowledge a data-protection complaint within **30 days of receipt**, investigate it appropriately and provide an outcome without undue delay in accordance with applicable data-protection legislation.

You also have the right to raise concerns with the **Information Commissioner's Office (ICO)**.

Further information is provided in our Privacy Notice.

Nothing in these Terms prevents you from exercising any statutory right to escalate a matter to an appropriate regulator or dispute-resolution body.

24. CHANGES TO THESE TERMS

We may update these Terms where reasonably necessary, including because of changes to law, regulation, technology or the way our services operate.

We will not use this provision to make arbitrary material changes to an existing minimum-term agreement.

Where a change materially affects an existing member's rights or obligations, we will provide reasonable advance notice.

Where required by law or appropriate because of the significance of the change, members will be given an appropriate right to cancel before the change takes effect.

25. TRANSFER OF RIGHTS

You may not transfer your membership to another person without our written agreement.

We may transfer our rights and obligations under this agreement as part of a legitimate sale, restructuring or transfer of the business, provided doing so does not reduce your contractual rights.

26. SEVERABILITY

If any provision of these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply.

27. NO WAIVER

If we do not immediately enforce a provision of these Terms, this does not mean that we have permanently waived our right to enforce it.

28. GOVERNING LAW

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

If you are a consumer resident elsewhere in the United Kingdom, you will retain any mandatory protections and rights available to you under applicable consumer law.

Nothing in these Terms removes any right you may have concerning the courts in which a consumer dispute may lawfully be brought.

29. CONTACT DETAILS

Innpulse Ltd

Company number: 16473179

Registered office: AW House, 6–8 Stuart Street, Luton, LU1 2SJ

Studio/contact address: 7 Reedsdale, Luton, Bedfordshire, LU2 9TG

Email: luton@innpulse.co.uk

Telephone: 01582 354660

IMPORTANT MEMBERSHIP INFORMATION

Please ensure you understand the minimum commitment, payment frequency and continuation arrangements applying to your selected membership before joining.

6-Week Introduction to EMS

£240 for the initial 6 weeks, including one EMS session per week (6 sessions). Unless at least **7 days' written notice** is provided before the end of the introductory term, the membership will automatically continue at **£140 every 4 weeks**. Once the membership becomes rolling, **4 weeks' written notice** is required to cancel.

12-Week EMS Membership

£140 every 4 weeks for a minimum commitment of **12 weeks**, including one EMS session per week. Unless the required **4 weeks' written notice** is provided, the membership will automatically continue at **£140 every 4 weeks**. Once rolling, **4 weeks' written notice** is required to cancel.

Important information about 4-weekly payments

£140 every 4 weeks is a 4-weekly payment and is not the same as £140 per calendar month. There are ordinarily 13 four-week payment periods in a 52-week year.

MEMBER CONFIRMATION

Before completing your membership purchase, you will be provided with the specific details of your selected membership.

- you have been given the opportunity to read these Membership Terms & Conditions;
- you understand the price and payment frequency of your selected membership;
- you understand any minimum or introductory commitment period;
- you understand whether and how your membership automatically continues;
- you understand the notice required to prevent continuation or cancel a rolling membership;
- you understand that £140 every 4 weeks is a 4-weekly rather than monthly payment where applicable;
- you understand the applicable 48-hour appointment cancellation policy; and
- you agree to these Membership Terms & Conditions.

Your statutory consumer rights are unaffected.