

Terms and Conditions

Lanserhof at the Arts Club is a trading name of ArtsLans Urban Ltd.

If you are a member you have signed up and agreed to abide by the rules and regulations stipulated for the use of the facility. The below refers to the terms and conditions Arts Lans Urban Ltd provides to its clients which must be read and understood before making a booking.

Appropriate Wear

For Health and Safety reasons, Lanserhof at the Arts Club fully expects all clients to wear suitable exercise attire at all times when on the gym floor or in the class studio. This means comfortable/appropriate exercise clothing and footwear suitable for your training. Clothing such as jeans, boots, flip-flops/sandals or work wear are not permitted.

Liability

- Lanserhof at the Arts Club does not accept liability for any loss, theft or damage to personal items unless the liability which arises from our failure to take reasonable care. We advise all clients to lock any valuable and personal belongings in the lockers in the changing rooms while using the facilities. Lanserhof at the Arts Club recommends that clients avoid bringing any non-essential/valuable items into the Gym.
Property left unattended in the facility will be taken to reception and if not collected by the end of the day it shall be kept with security for a reasonable period of one month and then discarded (Given to Charity).
- It is the client's responsibility to ensure that he or she provide the clinic with all relevant medical details prior during the gym induction. Lanserhof at The Arts Club will not be liable for any damage that occurs as a result of the client's failure to disclose such details.
- The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, Lanserhof at Arts Club regarding the use of gym equipment, classes and cryochamber. Nothing in these terms of business shall exclude or limit Lanserhof at The Arts Club liability for death or any personal injury resulting from Lanserhof at The Arts Club negligence.

Booking

- 100% payment is required at the time of booking any Personal Training sessions, 3D body scan or Cryotherapy. The full price for any service will be made clear before any booking is made via the APP, website or inhouse. Refunds will only be granted if you meet the cancellation conditions.

- Personal Training: If you arrive more than 5 minutes late for a personal training session you are at risk of your training sessions being rescheduled and no refund.
- Class Bookings: You may book up to one hour prior to a class starting. If you arrive late for any class booking you will not be able to participate.
- Cryotherapy: Sessions may be booked up to 30 minutes before the start of a session.

Cancellation

Lanserhof at the Arts Club operates a strict cancellation policy

- Personal Training: If you cancel with less than 24 hours notice no refund will be given.
- 3D Body Scan: If you cancel with less than 24 hours notice of your 3D Body Scan session no refund will be given.
- Cryotherapy: If you cancel with less than 24 hours of your Cryotherapy session no refund will be given.
- Group Classes: Lanserhof at the Arts Club kindly asks, out of respect for your fellow members, that if you are unable to attend a group class you are scheduled for you cancel this session and allow another member to attend.

Your right to complain

- Lanserhof at The Arts Club endeavours to treat all its clients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your experience at the facility you are entitled to lodge a complaint, either in person, by telephone or in writing.
- Any complaints made will be handled by the Operations Manager or Managing Director. If there is any matter that cannot be resolved immediately then the client will receive a letter within three working days to confirm that an investigation into the matter is underway and that a response will be made as soon as possible.
- All complaints will be dealt with and a full written response to the client within 20 working days. If the investigation requires further time, you will be provided with an explanation as to the cause of the delay.
- Complaints of a medical nature will be handled in their entirety by the Practice Manager.