

Our terms

1. These terms

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us to discuss.
- 1.3 **Are you a business customer or a consumer?** In some areas you will have different rights under these terms depending on whether you are a business or consumer. You are a consumer if:
- You are an individual.
 - You are buying products from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession).
- 1.4 **If you are a business customer this is our entire agreement with you.** If you are a business customer these terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

2. Information about us and how to contact us

- 2.1 **Who we are.** We are AXN BOOTCAMP LDA a company registered in Portugal. Our company registration number is 1782609 and our registered office is at Rua Dr Joao Maldonado, Centeno, Lote 9, Loja B, 8600 – 582, Lagos.
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team at 00 0351 912938467 or 00 351 915 183 888 or by writing to us at info@axnbootcamp.com.
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3. Our contract with you

- 3.1 **How we will accept your order.** Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us.

- 3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this in writing and will not charge you for the products. This might be because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product or because we are unable to meet a request you have specified.
- 3.3 **Your order number.** We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

4. **Your rights to make changes**

If you wish to make a change to the product you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

5. **Our rights to make changes**

5.1 **Minor changes to the products.** We may change the product, without the obligation to provide you with any refund:

5.1.1 to reflect changes in relevant laws and regulatory requirements;
and

5.1.2 to adjust timings or the locations of training sessions; and

5.1.3 to change specific exercises or activities;

5.1.4 to alter the villa or other form of accommodation in which you will be staying;

5.1.5 to tailor packages to be more suitable to you; and

5.1.6 if we feel that the product chosen will be detrimental to your health.

5.2 **More significant changes to the products and these terms.** In addition, as we informed you in the description of the product on our website, we may make the following changes to these terms or the product, but if we do so we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products paid for but not received.

5.2.1 The bootcamps are dependent upon a minimum number of clients booking places in advance. If the minimum numbers are not achieved, we will contact you to inform you of an alternative bootcamp which you may book on to.

6. **Providing the products**

6.1 **When we will provide the products.**

- 6.1.1 **If the products are one-off services.** We will begin the services on the date set out in the order.
- 6.1.2 **If the products are ongoing services.** We will supply the services to you until either the services are completed or the subscription expires (if applicable) or you end the contract as described in clause 7 or we end the contract by written notice to you as described in clause 9.
- 6.2 **We are not responsible for delays outside our control.** If our supply of the products is delayed by an event outside our control (including adverse weather conditions) then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.
- 6.3 **What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you, for example, any relevant health information specific to you. If so, this will have been stated in the description of the products on our website. We will contact you in writing to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (and clause 9.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 6.4 **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
- 6.4.1 update the product to reflect changes in relevant laws and regulatory requirements;
- 6.4.2 due to adverse weather conditions;
- 6.4.3 we feel as though the continuing of the product will be detrimental to your health;
- 6.4.4 you act in a manner which we deem to be inappropriate or impacts the enjoyment of product provided to other clients;
- 6.4.5 make changes to the product as requested by you or notified by us to you (see clause 5).
- 6.5 **Your rights if we suspend the supply of products.** We will contact you in advance (if possible) to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. If we have to suspend the product for longer than 3 days in any 7 days we will adjust the price so that you do not pay for products while they are suspended. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 28 days and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.

- 6.6 **We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 12.4) and you still do not make payment within 5 days of us reminding you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. We will not suspend the products where you dispute the unpaid invoice (see clause 12.7). We will not charge you for the products during the period for which they are suspended. As well as suspending the products we can also charge you interest on your overdue payments (see clause 12.6).

7. Your rights to end the contract

- 7.1 **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing, when you decide to end the contract and whether you are a consumer or business customer:
- 7.1.1 **If what you have bought is mis-described you may have a legal right to end the contract** (or a service re-performed or to get some or all of your money back), **see** clause 11 if you are a consumer;
 - 7.1.2 **If you want to end the contract because of something we have done or have told you we are going to do,** **see** clause 7.2;
 - 7.1.3 **If you are a consumer and have just changed your mind about the product,** **see** clause 7.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions;
 - 7.1.4 **In all other cases (if we are not at fault and you are not a consumer exercising your right to change your mind),** **see** clause 7.6.
- 7.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 7.2.1 to 7.2.4 below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:
- 7.2.1 we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 5.2);
 - 7.2.2 we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
 - 7.2.3 there is a risk that supply of the products may be significantly delayed because of events outside our control; or
 - 7.2.4 you have a legal right to end the contract because of something we have done wrong.
- 7.3 **Exercising your right to change your mind if you are a consumer (Consumer Contracts Regulations 2013).** If you are a consumer then for most products bought online you have a legal right to change your mind

within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

7.4 **When consumers do not have a right to change their minds.** Your right as a consumer to change your mind does not apply in respect of:

7.4.1 services, once these have been completed, even if the cancellation period is still running;

7.5 **How long do consumers have to change their minds?** If you are a consumer how long you have to change your mind depends on what you have ordered and how it is delivered.

7.5.1 **Have you bought services (for example, a training programme)?** If so, you have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services you cannot change your mind, even if the period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.

7.6 **Ending the contract where we are not at fault and there is no right to change your mind.** Even if we are not at fault and you are not a consumer who has a right to change their mind (see clause 7.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you are not a consumer who has changed their mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for services not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) a percentage of the price calculated as per the below table depending on the date on which you end the contract, as compensation for the net costs and losses we will incur as a result of your doing so.

Date of Cancellation	Percentage refund of total cost
Less than 6 weeks	100% of the fee
Less than 12 weeks	75% of the fee
Less than 16 weeks	50% of the fee
More than 16 weeks	30% of the fee

8. **How to end the contract with us (including if you are a consumer who has changed their mind)**

8.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:

8.1.1 **Phone or email.** Call customer services on 00 0351 912938467 or 00 351 915 183 888 or email us at info@axnbootcamp.com.

Please provide your name, home address, details of the order and, where available, your phone number and email address.

8.2 **How we will refund you.** If you are entitled to a refund under these terms we will refund you the price you paid for the products by the method you used for payment. However, we may make deductions from the price, as described below.

8.3 **When we may make deduction from refunds if you are a consumer exercising your right to change your mind.** If you are exercising your right to change your mind:

8.3.1 Where the product is a service, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

8.4 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are a consumer exercising your right to change your mind then your refund will be made within 14 days of your telling us you have changed your mind.

9. Our rights to end the contract

9.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

9.1.1 you do not make any payment to us when it is due and you still do not make payment within 5 days of us reminding you that payment is due;

9.1.2 you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, for example, any relevant health information;

9.1.3 we feel as though the continuing of the product will be detrimental to your health;

9.1.4 you act in a manner which we deem to be inappropriate or impacts the enjoyment of product provided to other clients.

9.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 9.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you a percentage of the price calculated as per the below table depending on the date on which you end the contract, as compensation for the net costs and losses we will incur as a result of your doing so.

Date of Cancellation	Percentage refund of total cost
Less than 6 weeks	100% of the fee

Less than 12 weeks	75% of the fee
Less than 16 weeks	50% of the fee
More than 16 weeks	30% of the fee

9.3 **We may withdraw the product.** We may write to you to let you know that we are going to stop providing the product. We will let you know at least 7 days in advance of our stopping the supply of the product and will refund any sums you have paid in advance for products which will not be provided.

10. If there is a problem with the product

How to tell us about problems. If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at 00 0351 912938467 or 00 351 915 183 888 or write to us at info@axnbootcamp.com. Alternatively, please speak to one of our staff.

11. Your rights in respect of defective products if you are a consumer

11.1 If you are a consumer we are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the products. Nothing in these terms will affect your legal rights.

Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

If your product is **services**, for example a training programme, the Consumer Rights Act 2015 says:

you can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.

if you haven't agreed a price beforehand, what you're asked to pay must be reasonable.

if you haven't agreed a time beforehand, it must be carried out within a reasonable time.

See also clause 7.2.

12. Price and payment

12.1 **Where to find the price for the product.** The price of the product will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to

you is correct. However please see clause 12.3 for what happens if we discover an error in the price of the product you order.

- 12.2 **We will pass on changes in the rate of tax.** If the rate of tax changes between your order date and the date we supply the product, we will adjust the rate of tax that you pay, unless you have already paid for the product in full before the change in the rate of tax takes effect.
- 12.3 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.
- 12.4 **When you must pay and how you must pay.** We accept payment by such methods as set out on our website. You must make an advance payment of the price of the products at the time of booking in such amounts as set out on the website from time to time. We will invoice you for the balance of the price of the products at least 6 weeks prior to the start of the product.
- 12.5 **Our right of set-off if you are a business customer.** If you are a business customer you must pay all amounts due to us under these terms in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).
- 12.6 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of Barclays Bank from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 12.7 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

13. **Our responsibility for loss or damage suffered by you if you are a consumer**

- 13.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

- 13.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products as summarised at clause 11.1.
- 13.3 **We are not liable for business losses.** If you are a consumer we only supply the products for to you for domestic and private use. If you use the products for any commercial, business or re-sale purpose our liability to you will be limited as set out in clause 14.

14. Our responsibility for loss or damage suffered by you if you are a business

- 14.1 Nothing in these terms shall limit or exclude our liability for:
- 14.1.1 death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);
 - 14.1.2 fraud or fraudulent misrepresentation;
 - 14.1.3 any matter in respect of which it would be unlawful for us to exclude or restrict liability.
- 14.2 Subject to clause 14.1:
- 14.2.1 we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us; and
 - 14.2.2 our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to fifty per cent (50%) of the total sums paid by you for products under such contract.

15. How we may use your personal information

- 15.1 **How we will use your personal information.** We will use the personal information you provide to us:
- 15.1.1 to supply the products to you;
 - 15.1.2 to share with other professionals such as medical practitioners, trainers and nutritionists to allow us to provide a suitable product to you;
 - 15.1.3 to process your payment for the products; and
 - 15.1.4 if you agreed to this during the order process, to give you information about similar products that we provide, but you may stop receiving this at any time by contacting us.

15.2 **We will only give your personal information to other parties where the law either requires or allows us to do so.**

16. Other important terms

16.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within 7 days of us telling you about it and we will refund you any payments you have made in advance for products not provided.

16.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

16.3 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.

16.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

16.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

16.6 **Which laws apply to this contract and where you may bring legal proceedings if you are a consumer.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts.

16.7 **Which laws apply to this contract and where you may bring legal proceedings if you are a business.** If you are a business, any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.