



EVENTS PROGRAMS & ACTIVITIES

CONDITIONS

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1. GENERAL CONDITIONS APPLIED TO ALL EVENTS AND PROGRAMS HOSTED BY AYMSTRONG

1.1 COMMUNICATION

Our preferred mode of communication is via E-mail. We use it to set appointments, send reminders, and announce cancelations. It is your responsibility to ensure that you provide us with your most recent contact information and primary E-mail address, and to check regularly for notifications.

1.2 TIMING CHANGE

Timing of an event, program, or an appointment is subject to change due to uncontrolled circumstances such as weather. However, our team is fully responsible to inform you about changes prior to the agreed timing, and reschedule accordingly.

1.3 NO-REFUND POLICY

Due to the complicated nature of event management, we have a no-refund policy. However, should you wish to terminate your subscription, you will be credited with a voucher amounting to the outstanding balance.

Note: The voucher is valid for a period of one year, pertains to any of Aymstrong's programs and can be used by you, a family member, or a friend.

1.4 MEMBERSHIP CANCELATION & FREEZING

Membership Cancellation: If you wish to cancel your membership, kindly contact us directly on: +(965) 999-64-794 or via E-mail at: info@aymstrong.com

Please note that we have a no refund policy; however, you will be credited with a voucher as compensation. Vouchers can be used by yourself, a family member or a friend.

Membership Freezing for a period of time during which a member anticipates a prolonged absence (ie: vacation, traveling for business, or experienced an injury) during which the services provided by Aymstrong cannot be used, a membership

freeze is possible. Freezing your membership allows you to put it on hold without penalty. The freeze policy is effective for a maximum of 30 days, and requires a request by email sent to the sales manager on mohammed@aymstrong.com.

After the decided period of freezing is done, your membership will automatically become active.

1.5 HARASSMENT

Under no circumstance should a participant raise their voice, or speak in an offensive manner that makes another person feel belittled. Any unwelcome act of verbal or nonverbal harassment shall be reported and dealt with immediately, and may result in the termination of your membership, and loss of all benefits.

1.6 CONFIDENTIALITY

At Aymstrong we have a strict confidentiality policy. The information you provide us will remain confidential and will not be shared with any third party without your consent. All information will be used solely by our team in order to aid in serving you better and tailoring a program specifically for you.

2. THE FITNESS CAMP & KUWAIT WEIGHT LOSS CAMP

2.1 AGE LIMIT & ELIGIBILITY

Applicant must be at least 14 years of age.
For those who do not meet this requirement:

- (a) Applicant must be accompanied by a family member (sibling or parent) who is a current member.
- (b) Specific events will be conducted for this demographic on a random basis.
Contact us for more information.

2.2 MEDIA COVERAGE

When posting pictures online or other media channels such as newspapers and magazines, we will request your permission in the case where the picture is a close-

up image of you. However, if you are present in the picture from a distance, we may proceed with publishing without your consent.

2.3 DRESS CODE

All members and participants are expected to attend their session fully prepared in proper training attire.

Training shoes, and track suit.

Values and traditions of Kuwait should be abided by; inappropriate dress for males and females is not allowed.

No offensive graphics or language, tank tops, short clothing, or clothing which exposes the back or waist.

2.4 MEMBERSHIP ID

Aymstrong Gold* Members will be issued a Membership Card which shall remain the property of Aymstrong, and is strictly non-transferable. Membership cards act as identification which indicate membership status, and must be carried by Members at all times during participation.

*Check Aymstrong.com/benefits for Gold Members details and how to qualify

Membership Card benefits:

For benefits, kindly visit: Aymstrong.com/benefits

Membership Card Terms and Conditions:

- Membership Cards are not Credit Cards, have no cash value, and may not be redeemed for cash.
- The Membership Card is the property of Aymstrong and must be returned upon request
- Membership cards are not transferable and may only be used by each Member to whom the card is issued to. Benefits may be used only by the Member and upon presentation of their valid Membership Card. Proof of identification may be required.

- Any Member may be asked at any time to present their Membership Card and must do so. If a Member is unable to produce their Membership Card, Aymstrong reserves the right to refuse admission or to eject the Member from the Premises.
- Membership Cards and their benefits are valid until the expiry date featured on the card
- Purchases made as a result of Aymstrong's Membership Card benefits are solely between the Member, as a consumer, and the participating vendor, as a seller of the product or service. Aymstrong has no responsibility or obligation with respect to purchases (including no responsibility or obligation for disputes between an individual Member and any participating vendor). Under no circumstances shall Aymstrong be liable for any direct or indirect consequential damages that result from, or arise out of the purchase, or use of any products or services.
- Lost or stolen Membership Cards must be reported. A processing fee of KD 10 will be charged for each replacement Membership Card, which will be issued with the same expiration date as the previously issued card.
- Any unauthorized use of Member benefits or any activity inconsistent with Aymstrong's Terms and Conditions may result in the terminations of the Cardholder's Membership. Aymstrong reserves the right at its sole discretion and at any time to cancel or suspend the Membership of any Member with immediate effect.

2.5 TICKET

Participants who hold a day pass ticket, must present their ticket for access to ACK and the Palms' gym.

Due to security measures beyond our control, access will not be granted without a valid ticket.

2.6 ACCESS TO FACILITIES

Members are only allowed access to specific locations on ACK campus and The Palms.

ACK:sport facilities, specified class rooms, auditorium, gardens, restrooms, and the cafeteria.

The Palms: The studio, restrooms, lockers, and beach area with trainers.

Note: Minor changes to plan and locations are subject to change; however, members and participants will be notified by trainers should this occur.

Note: Access to The Palms Beach Club (Gym) and The Australian College of Kuwait campus will only be granted upon the presentation of a valid Membership Card. In addition to that, due to security measures, access to ACK campus will also require a valid Civil ID upon arrival.

3.0 EYE FOR LIFE

3.1 ACCESS TO ACK

For classes conducted on ACK campus, the presentation of a valid Civil ID will be required for access to the campus upon arrival at the gate.