

Terms & Conditions

1. General Information

These Terms and Conditions apply to all services provided by **New Identity Fitness** ("the Studio"), located in Doha, Qatar. By signing this document or using our services, clients acknowledge that they have read, understood, and agreed to these terms.

2. Eligibility & Medical Information

All clients are required to complete a **Medical Questionnaire** before their first session.

All training, fitness, body-shaping and recovery services provided by the Studio are non-medical and non-invasive and are intended for fitness, wellness, body shaping and recovery purposes.

Clients are responsible for providing complete and accurate health information before participating and for informing the Studio of any change in their health, pregnancy status, medication, injury, medical procedure, or other conditions that may affect their ability to participate safely.

The Studio and its staff reserve the right to modify, stop, postpone or refuse a session at any time if they reasonably believe that continuing may present a health or safety risk to the client.

3. Booking & Scheduling

All training, wellness and recovery sessions must be scheduled in advance and confirmed by the Studio. Availability of time slots and coaches depends on daily scheduling. Clients are encouraged to arrive **10 minutes before** the appointment time to prepare for their session. **Late arrivals** may result in a shortened session without a price adjustment.

Clients are encouraged to manage their bookings, cancellations and rescheduling through the New Identity booking app.

4. Cancellation Policy

All cancellations or rescheduling requests must be made at least 12 hours before the scheduled start time of the session. Any session cancelled or rescheduled within 12 hours of its scheduled start time will be considered used and deducted from the client's package. The same applies if a client fails to attend a scheduled session without prior cancellation (no-show). Repeated late cancellations or no-shows may result in the loss of recurring or pre-reserved time slots and may affect future booking privileges.

If the Studio needs to cancel a session, the session will not be deducted from the client's package and will be rescheduled subject to availability.

The Studio may, at its discretion, make an exception in exceptional circumstances. Any exception granted on one occasion does not waive or modify this policy for future bookings.

5. Packages, Validity & Payments

All packages are **valid for 30 days** from the date of payment unless stated otherwise. Sessions cannot be transferred to another person or carried over beyond the package validity period. Packages and sessions

are non-refundable and non-transferable once purchased, except where a refund is required due to a failure by the Studio to provide the purchased service or as otherwise provided under applicable consumer protection requirements.

In cases of a verified medical condition supported by appropriate medical documentation, the Studio may approve a temporary package hold or validity extension for a period of up to six months. Packages or promotional offers must be **used within their validity period**.

6. Session Guidelines

All clients are required to wear **appropriate workout clothing** and maintain **personal hygiene**. The Studio provides a **clean and sanitized environment**; clients are requested to respect cleanliness and hygiene standards. Food consumption is not allowed in training zones. Mobile phone use should be minimized during sessions to ensure safety and focus.

7. Health & Safety

Clients must immediately inform staff of any discomfort, pain, dizziness, weakness or unusual reaction experienced during a session.

The Studio is not responsible for injuries, adverse reactions or health issues resulting from undisclosed or inaccurate health information, failure to follow staff instructions, or improper use of equipment.

Services involving heat, vacuum, vibration or infrared technology must be used in accordance with Studio instructions. Clients with existing medical conditions or concerns should consult their physician before participation.

8. Confidentiality

Client personal and health information is treated as confidential and is collected and used only where reasonably necessary for client safety, service delivery and administration. The Studio handles personal information in accordance with applicable data protection and privacy requirements in the State of Qatar.

9. Studio Conduct

To maintain a respectful and relaxing environment: Clients must behave courteously toward staff and other guests. Any form of **inappropriate behavior, harassment, or misconduct** will result in immediate termination of services. The Studio reserves the right to **refuse service** to any client violating studio policies.

10. Liability & Client Responsibility

By participating in any training, wellness or recovery session, clients acknowledge the non-medical nature of the services provided and understand that individual results may vary depending on factors including body composition, lifestyle, consistency, fitness level and health condition. No specific fitness, weight-loss, body-shaping, recovery or aesthetic result is guaranteed.

Clients are responsible for following all safety instructions provided by the Studio and its staff, using the equipment only as instructed, and immediately informing staff of any discomfort, pain or change in their health condition.

The Studio is not responsible for injury, adverse reactions or other consequences resulting from undisclosed or inaccurate health information, failure to follow staff instructions, or improper use of equipment by the client.

Clients are responsible for their personal belongings while on the Studio premises. The Studio cannot accept responsibility for personal belongings that are lost, stolen, misplaced or damaged while on the premises.

Nothing in these Terms & Conditions affects the rights and obligations of the Studio or the client under applicable laws and regulations in the State of Qatar.