
PRESS RELEASE

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The NATCP is launching a nationwide investigation to review the general terms and conditions of gyms

The National Authority for Trade and Consumer Protection (NATCP) is launching a nationwide thematic investigation to review the general terms and conditions (GTC) used by businesses operating gyms from a consumer protection perspective. The purpose of the investigation is to determine whether the terms and conditions of gyms contain provisions that could cause unjustified harm to consumers or undermine the contractual balance between the parties.

The goal of the NATCP and the government agencies under its professional supervision is not only to identify improper contractual practices but also to promote fair and transparent market operations. The results of the investigation may help ensure that, in the future, consumers can access sports and fitness services under clearer, more balanced, and safer contractual terms.

The general terms and conditions of gyms have not been examined in previous years. As part of this new, innovative inspection, the authority is focusing on terms and conditions that may raise suspicions of unfairness. Such provisions may include, in particular:

- clauses providing for the automatic renewal of fixed-term contracts;
- terms that impose excessive payment obligations on consumers;
- provisions allowing for unilateral changes to the contract or fees;
- clauses allowing for unilateral changes to the content of the service;
- terms regarding the unjustified suspension or termination of the contract.

In addition to regulatory oversight, consumer awareness also plays an important role. Therefore, it is advisable to carefully review the General Terms and Conditions before signing a contract, paying

particular attention to the contract's duration, the conditions for termination, and the obligations regarding fee payments.

The NATCP and the government agencies under its professional supervision are working to ensure that consumers feel safe not only at the gym but also when signing a contract. It is also in the fundamental interest of reputable businesses to establish transparent terms, predictable services, and well-founded consumer trust.

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National Authority for Trade and Consumer Protection