

Terms and Conditions of Membership

You must adhere to all Edge Hill University and Edge Hill Sport rules and policies at all times, following any conditions on the notices and signs on display within facilities. Details of all relevant Policies and Procedures can be found on our website at

<https://www.edgehill.ac.uk/edgehillsport/documents-and-forms/>. These Terms and Conditions supersede any previous versions and will also be available on the website.

1. GENERAL

1.1 Wristband use:

1.1.1 You will receive a wristband as part of your membership, this is mandatory for those who wish to use the access control areas of Edge Hill Sport, which include the Fitness Suite, Dance Studio, Swimming Pool and Health Suite. Wristbands are also used to operate the lockers within the Centre.

1.1.2 Our Wristband Policy and Locker Use Policy including charges are detailed on our website and must be followed.

1.2 Health Questionnaire

1.2.1 Any medical condition or health status must be notified to Edge Hill Sport via the Health Questionnaire.

1.2.2 It is your responsibility to ensure that you inform Fitness Instructors or Activity Leaders of any medical condition prior to undertaking any form of exercise.

1.2.3 It is also your personal responsibility to check with your own medical practitioner that you are fit and healthy prior to undertaking any form of exercise.

1.2.4 You must inform Edge Hill Sport of any significant changes to your health that may affect your participation.

1.3 General Conduct

1.3.1 You must consider other users of Edge Hill Sport facilities and our employees.

1.3.2 We can prevent you from entering the facilities or ask you to leave if we think your behaviour or your dress is not suitable or may cause offence.

1.3.3 The Duty Manager has the right to stop you from using the facilities if they feel that you may be under the influence of alcohol or drugs.

1.3.4 Smoking is not permitted on the premises.

1.3.5 Photography is not allowed in the Sports Centre without prior permission.

The use of mobile phones, cameras or other image capturing devices is strictly prohibited at all times within changing rooms, toilets, Sauna and Steam Room and the Swimming Pool.

2. MEMBERSHIPS

2.1 General Terms

2.1.1 Memberships are non-transferable.

2.1.2 Fraudulent activity of members found using another member's account (including wristband) will result in their membership being terminated with no refund given.

2.2 Membership fees

2.2.1 We will review the membership fees on an annual basis and members will be notified of any changes.

2.2.2 Notices of price changes will be displayed within the Sports Centre.

2.2.3 Appropriate identification or other proof will be required to establish the eligibility for any discounted membership (e.g. student, staff, junior, corporate).

2.3 Upgrades and Downgrades – non-Direct Debit members

2.3.1 Non-Direct Debit members can upgrade or downgrade their membership at any time.

2.3.2 The payment term will recommence from the date of the request and take into consideration any pro rata membership fees already paid remaining on the membership.

2.3.3 Refunds will not be issued for downgrades.

2.4 Membership Cancellations

2.4.1 At the Head of Sports Services discretion, you may cancel or suspend your membership with immediate effect (Direct Debit memberships with one month's written notice) for the following circumstances, however written evidence must be provided:

- (a) Medical condition which severely restricts physical activity;
- (b) Redundancy;
- (c) Job relocation;
- (d) leaving an Edge Hill course before completion.

2.4.2 We reserve the right to charge an administration fee of £20.00 on any refund for the above reasons.

2.5 Membership Termination

2.5.1 **You** may terminate your membership if:

- (a) We significantly reduce the facilities or activities that are available to you;
- (b) We close a facility for a significant period without providing an alternative;
- (c) We significantly reduce our opening hours;
- (d) We significantly change our Terms and Conditions.

2.5.2 If terminating for any of the above reasons we will refund any part of your outstanding membership fee which you have paid for in advance but will not backdate any refund for non-attendance.

2.5.3 **We** may terminate your membership if:

- (a) You commit a serious or repeated breach of the rules;
- (b) You knowingly allow your membership to be used by someone else;
- (c) Any part of your membership fee or arrears remains unpaid 30 days after due date;

(d) You provide us with details which you know to be false when applying for membership.

2.5.4 If we terminate your membership for any of these reasons a refund will not be issued.

2.6 Direct Debits

2.6.1 Direct Debit subscriptions will be due on the 10th day of every month and this date is not negotiable.

2.6.2 If the bank returns a failed payment on your account, we will contact you and ask you to make a manual payment for that month.

2.6.3 We will suspend your membership and you will be denied access to the facilities until payment is made. This does not mean that we will automatically cancel your membership.

2.6.4 Direct Debit members will receive written notification of changes up to 14 days before any change in fee is due.

2.6.5 Direct Debit members can upgrade their membership to Premier or Peak between the 16th and the end of the month and will be required to pay a pro rata payment to take them up to the next direct debit date.

2.6.6 You can downgrade your membership type to Standard or Off Peak with one month's written notice, however no monetary refund will be issued.

2.6.7 To terminate your Direct Debit agreement, you must give us one calendar month's written notice in writing to the Customer Services Manager at Edge Hill Sport.

2.6.8 We will take one further Direct Debit payment and your membership will then terminate 1 month from the last Direct Debit fee taken.

2.6.9 We will confirm your cancellation date within 10 days of receiving your correspondence.

2.6.10 If you do not receive confirmation within 10 days you must inform staff at Edge Hill Sport.

2.6.11 It is your responsibility to ensure we have received your notice. We only accept proof of recorded delivery as proof of posting.

2.7 Cooling off period

2.7.1 You may cancel your membership within the first 14 days of joining.

2.7.2 We will refund any membership fees you have paid as long as we receive your cancellation notice.

3. USE OF FACILITIES

3.1 General Bookings

3.1.1 Some facilities may be unavailable due to university use or to large scale events or maintenance.

3.1.2 We reserve the right to amend our programmes according to demand

3.1.3 We will give reasonable prior notice of any changes to the programme where possible.

3.1.4 Bookable activities and facilities have maximum occupancy rates which members must adhere to at all times. Please see our Standardised Activity table available on the website for the maximum number of guests/attendees allowed per activity.

- 3.1.5 Members are not permitted to book facilities or activities on behalf of others when not participating.
- 3.1.6 Bookings may only be made by the membership holder.
- 3.1.7 All facilities, activities and exercise classes booked must be paid for at the time of booking, unless included within the relevant membership.
- 3.1.8 Exercise classes may be age restricted (see class time table for details).
- 3.1.9 Standard members are limited to one Programme Session per month.
- 3.1.10 Generic Fitness Suite programmes will be available free of charge to all Fitness Suite Users through the “My Wellness” App. A charge will be applied for all bespoke programmes.

3.2 Premier Member Bookings

- 3.2.1 Premier members are restricted to a maximum of 3 same activity bookings on any one day (excluding Personal Training / programmes / inductions).
- 3.2.2 Bookings are for the membership holder’s own personal use.
- 3.2.3 Charges for non-attendance to booked sessions will apply.
- 3.2.4 All Premier Members are limited to one half hour Personal Training Session per week and one Program session per month.
- 3.2.5 Premier members can only have a maximum of 10 pre-booked activities on their account at any one time.
- 3.2.6 Failure to register visits for booked sessions (see section 4.1) will result in a charge being added to Premier Members accounts for non-attendance.

3.3 Refunds and Non-Attendance of Sessions

- 3.3.1 No refunds will be given on pre-paid bookings.
- 3.3.2 You must notify the centre at least 2 hours prior to your booking time if you are no longer able to make the booking slot.
- 3.3.3 Cancellations can be done online (exercise classes and court bookings - Premier Members only) or by contacting reception by telephone where bookings can be moved within 7 days of this request (subject to availability).

4. VISITS

4.1 General

- 4.1.1 All members hiring our facilities as part of their membership and their guests must adhere to our Terms and Conditions of Hire available on the website.
- 4.1.2 Members must register visits for any booked sessions prior to the start time of those sessions by the following:
 - (a) For booked sessions in the Dance Studio by using their wristband to swipe in at the Studio door entry system;
 - (b) For booked sessions in the Fitness Suite by using their wristband to swipe in at the Fitness Suite door entry system and informing a member of the fitness team of their arrival;
 - (c) For booked sessions not in the dance studio or Fitness Suite by obtaining a ticket from reception.
- 4.1.3 Visits can be registered up to 3 hours before session start times.
- 4.1.4 It is the member's responsibility to ensure that visits have been registered.

4.1.5 Failure for Premier members to register a visit for a booked session will be classed as a 'no-show' and result in a charge being added to their account.

4.2 Swimming Pool

4.2.1 All users of the swimming pool must register their visit by scanning on the door of the swimming pool.

4.2.2 For those memberships which include use of the swimming pool, failure to register a visit will result in a penalty against your account.

4.2.3 The swimming pool is only available during 'open' member sessions.

4.2.4 Use of the swimming pool is subject to the Pool Safety Rules which are available on the website and on display within the Centre.

4.2.5 The weekly timetable will be displayed within the centre and on the website.

4.2.6 It is the member's responsibility to ensure that any children under the age of 12 using the swimming pool are supervised in line with the Swimming Pool's Child Supervision Policy which is available on the website and on display within the Centre.

4.3 Fitness Suite and Exercise Classes

4.3.1 All users of the Fitness Suite must register their visit by scanning on the door of the Fitness Suite.

4.3.2 For those memberships which include use of the Fitness Suite, failure to register a visit will result in a penalty against your account.

4.3.3 The Fitness Suite is restricted to over 16's only.

4.3.4 All users of the Fitness Suite must complete the relevant Health Questionnaire.

4.3.5 All new members are required to undertake an induction prior to using the facility. A range of Inductions are available according to your needs

4.4 Off Peak Restrictions

4.4.1 Off Peak memberships are valid from opening until 6.00pm Monday to Friday and weekends.

4.4.2 The last permitted entry time for the swimming pool, Fitness Suite, Health Suite and Athletics Track will be 4.30pm. No transfer between these facilities is permitted after this time.

4.5 Parking

4.5.1 Please note that car parking for Edge Hill Sport customers is located (subject to availability) in Zone A of the main car park with the exception of University Term Time Monday – Friday 09.00 – 16.00.

4.5.2 During these times parking is only available to Edge Hill University permit and blue badges holders.

4.5.3 Any vehicles parked on site without a qualifying permit or in other campus locations will be subject to enforcement action including fines