

# Terms and conditions

## The Gyms

1. The gyms are only available to **MEMBERS** 16 years old and over. Use by persons under the age of 16 years is not permitted (unless agreed in writing prior to use by the Director of Sport or his nominees and supervised by a member of fitness staff).
2. All members wishing to use the gyms must complete an **Induction** prior to first use. Inductions must be repeated if there is a lapse in membership of 12 months or more OR if the equipment in the gyms change significantly. On-line inductions are available for both sites.
3. The **Health Commitment Statement** is vital and must be read and signed. Please follow the instructions in the statement when contemplating joining the gym.
4. Members are asked **never to allow anyone to enter the gym**. All valid users will be given access by the reception which must be used immediately. Members who allow others to enter may invalidate their membership.
5. **Use all equipment for the purposes they are designed for**, failure to do so may result in injury to yourself or others for which University of Exeter Sport cannot be held responsible. If you are unsure of how to use any of the equipment please ask a member of staff.
6. Please **wipe down** any equipment you have used, for this reason we ask all users to bring a small towel to the gyms.
7. Please **inform a member of staff** immediately of damage to any equipment or if anyone is using the facility incorrectly.
8. All the equipment is subject to strict **maintenance schedules**, they are also regularly inspected by the Health and Fitness team. If you find any equipment to be unsatisfactory or not working, please inform a member of staff immediately.
9. Do not bring any **personal belongings** into the gyms, use the lockers provided.
10. At busy times please **restrict your use of the cardiovascular machines** to 20 minutes to allow others to use the machines.
11. At busy times please **use the resistance machines and weights responsibly**. Allow other customers to use equipment in between sets and in rest periods.
12. The **last entry to the gyms** is 30 minutes prior to closure.
13. For health and safety reasons please **return any equipment to its proper place** after use.

## General notes

1. University of Exeter Sport reserves the right to **refuse admission** or use of sports facilities to any person, persons, groups or teams.
2. The **directions and instructions** of the Director of Sport or his appointed persons must be observed at all times.
3. All users must be **valid members or have paid the appropriate non-members fee** in order to enter the facility.
4. Any persons **under 16 years of age** must be accompanied and supervised by a responsible adult at all times.
5. All users should be **suitably dressed** to perform the activities in which they participate. Appropriate indoor and outdoor footwear must be worn to avoid damaging surfaces and causing injury to other participants. Shirts and trainers **MUST** be worn at all times in the building. General hygiene procedures should be followed at all times. The name on the booking reference is responsible for all participants in the booking.
6. All users must follow the **health and safety guidelines** of University of Exeter Sport and give consideration to the safety of themselves and others. University of Exeter Sport shall not be liable for any accident or injury sustained by any person on the premises or for any damage to, or loss of property of such persons. The hirer/borrower shall indemnify University of Exeter Sport against all costs, claims and demands in respect of any such accident, injury or loss and against all loss or damage arising from or in consequence of the use of its premises.
7. Users are requested to consider the implications of their own **personal hygiene** on others.
8. University of Exeter Sport will endeavour to arrange **equipment** as agreed in the booking, but will not be bound to comply with such requirements. If you are unsure of how to use any equipment you must ask a member of staff.
9. **Bags and clothing** should NOT be stored in any playing area for health and safety reasons. Lockers are provided. Should no lockers be available equipment must be kept with you and stored in a safe manner.
10. **Food or drink** may NOT be consumed or stored in any playing areas for health and safety reasons. This is with the exception of secure water bottles that are safely stored. Glass and cans are not permitted. Should any drink be spilt you must inform a member of staff **IMMEDIATELY**.
11. On occasions, University of Exeter Sport may have to close facilities and cancel bookings with no warning due to **essential / emergency maintenance**. Part or full refunds may be available from the Sports Administrator.
12. No **notice, signs, emblems or decorations** may be displayed anywhere on University of Exeter Sport premises without prior consent from the Director of Sport or his nominees.
13. No **photographic devices, video cameras or any other media storage devices** may be used on the premises without the prior written consent of the Director of Sport or his nominees.
14. University of Exeter Sport operates a **NO SMOKING** policy on all premises or within 5 metres of any building or sports pitch.
15. Please ensure you **read and take note of any notices or signs** displayed for your attention.
16. **Payment for bookings** must be made in full **PRIOR** to the commencement of the booking.
17. Your **personal details** will not be shared with any third party. You may receive information regarding special offers or news from University of Exeter Sport.
18. **Alcohol is not permitted** within any facility. Persons seen to be consuming alcohol on the premises will be asked to leave and may have their membership rights revoked with no reimbursement available for booking fees or membership fees.

**DATA PROTECTION NOTICE** The University of Exeter is a data controller and is registered with the Information Commissioner's Office as required under the Data Protection Act 1998. University of Exeter Sport requires this information for customer / client administration purposes. The University requires the information in this form for health and safety reasons and will only process your personal data in accordance with the University's registration and current data protection legislation. Information is for internal University of Exeter Sport use only, your information will NOT be given to anyone else. By signing below you accept that the University of Exeter can process this information as outlined above.

## ADDITIONAL INFORMATION

**Sports Park** Mon to Fri - 06:30–22:00, Sat - 08:00–20:00, Sun - 08:00–22:00 (Vacation: Sun 09:00–18:00)

**St Luke's Sports Centre** Mon to Fri - 07:30–22:00, Sat - 09:00–18:00, Sun - 09:00–18:00

*Opening times vary in Vacation periods, University Closure days and Bank Holidays. The University of Exeter reserves the right to amend the opening hours.*

Please note — you do not have to be a member to use the facilities.

Non-member prices are available.

### Memberships

**I. Membership categories** available: University of Exeter Student, University of Exeter Staff, University of Exeter Retired Staff, University of Exeter Alumni, External, Junior (5-15), Corporate Membership packages. Membership types available: Standard, Gold, Platinum. Family memberships are also available.

**2. Standard Membership:** Pay-as-you-go with discounted rates.

**Gold Membership:** Use of the gyms, free induction and discounted pay-as-you-go rates for all other activities.

**Platinum Membership:** Use of the gyms, free induction, squash, badminton, table-tennis, outdoor tennis, fitness classes and swimming. Discounted pay-as-you-go rates for all other activities.

**3. Payment** can be made in full at any time throughout the year. University of Exeter Staff and External members may pay by monthly direct debit with a minimum commitment of six months. University of Exeter Staff may pay via monthly salary. Membership is available to purchase on-line, with the exception of Direct Debits and special offers.

**4. Proof of status** will be required for membership. For instance an ALUMNI applicant will need to provide a copy of their degree certificate or similar paperwork.

**5.** Members who do not have a University of Exeter ID card will have their photo taken at the reception to be stored on the electronic Leisure Management System.

**6. Membership Tariff:** University of Exeter student memberships prices and membership periods are set for 1st September to 31 August. Prices are reduced at the start of each term to account for the shorter period of membership. All other membership is for 12 months from the date of application.

**7. University of Exeter Sport membership cards** are required on **ALL** visits to the facilities. Failure to produce a valid card may result in refusal of entry.

**8. Lost or damaged membership cards** must be replaced in order to access facilities and/or services. A £10.00 production fee will be charged to replace lost or damaged cards.

**9.** Behaviour deemed as inappropriate may result in membership being suspended or cancelled. This is at the discretion of the Director of Sport or any of his nominees.

**10. Family membership applications:** Partners and children living at home may apply for family membership at the same rate as the main member (for instance a staff member). Family members may have different membership types, but the main member must continue to always be a member.

**11. Membership refund policy:** Memberships can be cancelled within 28 days of application with a full refund possible, depending on facility usage. No refunds are available after the 28 day period.

**12. Membership Cancellations:** Members must inform the University of Exeter Sport immediately regarding a cancellation request. Refunds outside the 28 day cancellation period may be considered on a case-by-case basis, but will not be back-dated. This refund policy is not applicable to Special Membership Offers, these offers will have specific terms and conditions.

**13. With the express agreement of the membership administrator upgrades and downgrades** may be possible on a pro-rata basis.

**14. Members details** will be added to the electronic Leisure Management System. Contact details will be used to inform members of changes to Terms and Conditions as well as events and promotions. E-newsletters will include an opt-out option.

### Bookings

**1. Advanced Casual Bookings:** (i) All members may book up to 14 days in advance. Non-members may book up to 7 days in advance. (ii) Members must pay for all outdoor bookings and bookings over £10 at the time of booking. Non-members must pay for all bookings at the time of booking. (iii) The water pitch, all facilities off campus and one off events must be booked in advance through the Bookings Administrator.

**2.** To cancel a casual booking 24 hours notice must be given. Failure to do so will result in the **FULL COST** of the booking being levied, unless the slot can be sold to someone else. Access to bookings will be denied until due payment is cleared. At the discretion of the Director of Sport or his nominees exceptions may be made in special circumstances.

**3.** There is no priority given to any user for bookings, with the exception of management bookings through the Bookings Administrator.

**4.** All bookings and payments will be held on University of Exeter Sport's Leisure Management System. Any unpaid bookings will show on customer accounts. Customers will be denied access until debts are cleared.

**5.** Members **MUST** participate during the booking made, otherwise the member's rate for the booking will be invalid. In this instance the non-member rate will be charged. Members cannot make two different bookings for the same time.

**6.** Members are responsible for their booking and all who take part, including behaviour and suitable attire.

**7.** All bookings include set up and set down time. You are requested to leave the facility as you found it and at the end of your allocated time slot.

**8.** Applications for Block Bookings must go to the Bookings Administrator at **sportsbookings@exeter.ac.uk**

**9.** Platinum members who fail to attend a booked fitness class may be charged £2.00 for the missed class. Standard and Gold members who miss a class may be charged the full price.

**Sports Park** Tel: 01392 724452 Email: [exetersport@exeter.ac.uk](mailto:exetersport@exeter.ac.uk)

**St Luke's Sports Centre** Tel: 01392 724940 Email: [stlukkessportcentre@exeter.ac.uk](mailto:stlukkessportcentre@exeter.ac.uk)