

Membership Terms and Conditions

1. Your membership card must be present at reception at each visit. If the card is forgotten the member will have to pay 60p admission fee. Gold and silver members are permitted three incidents of a forgotten card before incurring any charges.
2. Your membership card must be present at reception to receive the members discount on court/pitch hire. Full price will be charged if not.
3. The minimum age to take out a direct debit membership is 16 years.
4. All cancelations must be completed by the member cancelling the direct debit directly with the bank. Sportspark cannot be held accountable for cancelation errors with the financial institution.
5. To downgrade/ upgrade you will need to complete a form and meet with a membership advisor to process. Upgrades can be performed at any time while downgrades must be received before 25th of the month to allow processing for the next direct debit run.
6. The Sportspark must be notified of change of bank details by the 15th of the month.
7. Direct debit will be deducted from your bank on 1st of each month.
8. Sportspark reserve the right to cancel a membership at any time.
9. Membership cards are individual to the person who has subscribed and are not transferable without the written permission of Sportspark. Membership cards may be withdrawn and future membership refused if cards are used by any other person. Refunds will not be given for unused periods of any level of membership.

Terms and conditions of joint gold membership

10. Joint memberships are only available on the Gold option.
11. Both members must live at same address.
12. Proof of same address must be produced at point of joining (ie driving licence, phone bill from the last 3 months etc.)
13. The primary members' bank account must be used for the full amount.
14. £10 administration fee applies to any new add-on membership or brand new joint membership.
15. Only the primary member can cancel a joint membership. In this case the whole membership will be terminated.
16. Membership cards are individual to the person who has subscribed and are not transferable without the written permission of Sportspark.
17. Annual gold memberships are available. In the event that one member wishes to terminate their membership on medical grounds, the other member will revert to a standard Gold membership. Any difference in annual membership fees will be payable for the remainder of their term. Please note that any applications for termination on medical grounds will be treated on a case by case basis and will require evidence of inability to utilise the facilities.

Bookings:

18. Members may book a facility for their own use up to 14 days in advance. Non-members may only book up to a maximum of seven days ahead.
19. Members can only book two sessions per day in any one area. This cannot be at the same time.
20. Bookings can be made online, by phone (between 10:00 and 21:00) or in person (between 06:30-22:30).
21. All reservations must be paid for in full at the time of booking.
22. Group exercise classes must be booked in order to gain admittance. No bookings will be taken within 5 minutes of the advertised start time.
23. For gold and silver members, group exercise class cancellations can be made online, by phone or in-person up to 3 hours before class starts with no fee. Within 3 hours there will be a moving fee of £2 or a class cancellation fee of the relevant bronze member class charge. Non-members cannot change or cancel a class, full payment will be retained.

24. Gold/Silver card holders that do not attend for their booked Group exercise class will incur a charge of the relevant bronze member class fee. Please note that admittance will be refused after the advertised start time.
25. Cancellations and transfers on classes/ bookings may only be made by members. No cancellations or transfers will be accepted on the day of the booking.
26. Court/pitch bookings made by Sports card holders may be cancelled or moved to another vacant court/ pitch within the next 14 days, if the request is made by phone, or in person, before the Sportspark closes on the day before the booking. An administration charge of £2 will be payable.

Fitness Centre:

27. Fitness Centre admittance is strictly refused for those not having completed an Induction or submitting a waiver form.
28. A waiver form can only be utilised once after communication with a member of the Fitness or Membership teams.
29. The Fitness Centre reserves the right to withhold admittance at any time for those presenting with contraindications to exercise and may seek authorisation from a medical practitioner prior to allowing use.
30. No person under 16 years will be allowed admittance unless through prior arrangement with the HOD for Fitness or Sports Director or via the Fit Kidz scheme and at timetabled hours.
31. The Fitness Centre reserves the right to place sanctions on admittance to any individual deemed to not be complying with gym etiquette rules or who may be placing themselves or other users at risk.
32. Workouts are sold as one hour sessions and will be enforced as necessary.

General:

33. Sportspark lockers are for use while using the Sportspark only
34. The lockers utilise a padlock system. Users may bring their own for this purpose or be hired from reception. No overnight use of lockers is permitted. Lockers are emptied (locks cut off) at the end of each night and items logged and stored in line with our standard lost property policy.
35. The Sportspark bicycle racks are solely for use during the duration of your visit
36. The Sportspark car park is solely for use during the duration of your visit. Sportspark car park tickets must be validated at reception on arrival or before leaving the centre. Staff and students of the University of East Anglia are not allowed to park in the Sportspark at any times.
37. Lost property items will be kept for 2 weeks. After this time it will be removed from site and donated to charity where possible. Goggles, wet items, water bottles or undergarments will be disposed of within 24 hours for hygiene reasons.
38. Valuables will be kept in lost property for 6 months.
39. A 5 minute set up and take down time is included in all bookings
40. Swimming band sessions may be enforced during busy periods. These are sold in 40 minute durations.
41. Children under the age of 12 must be supervised at all times within the swimming pool. Maximum of two under 12's to one over 16.

Block and Event bookings:

42. Can only be made through the Events office on Tel 01603 593403 Monday to Friday office hours or by emailing events.sportspark@uea.ac.uk.
43. Conference bookings can only be made through the Conference office on Tel 01603 592814 Monday to Friday office hours or by emailing conferences.sportspark@uea.ac.uk.
44. All Block, Events and Conference bookings will be subject to the Sportspark Terms and Conditions of Use as printed on the booking form unless specifically excluded.
45. Payment will normally be required in advance unless otherwise agreed. All bookings and use of the Sportspark will be subject to the standard Terms and Conditions of Use at the Sportspark as displayed at Reception, and on website <http://www.sportspark.co.uk>.