

Membership Terms and Conditions

1. Your Sportscard 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 3 strike system.
2. Your Sports 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 cancelling the direct debit. Sportspark cannot be held accountable for cancellation mistakes with the bank prior to the 21st of the month.
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. A membership card is for the members use only and must not be lent/swapped to any other individual. Sportspark reserve the right to cancel or suspend a membership.

Terms and Conditions of Joint Gold Membership:

1. Joint membership is only available on the Gold option
2. Both members taking out a Joint Gold Membership must live at the same address.
3. Proof of the same address must be produced at the point of joining (i.e., driving licence, phone bill, etc).
4. The Primary members' bank account must be used for all Joint Membership direct debit payments.
5. A £10 direct debit administration fee applies to any new add on membership or brand new joint membership
6. Only the bank account holder may cancel the Joint Membership. After the Joint Membership direct debit is cancelled, the whole membership (for both members) will end or can be downgraded to a single membership.
7. Sportspark membership cards cannot be given to or used by anybody else. If this condition is breached, it will result in a ban from Sportspark

Bookings:

1. Sportscard holders 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. Is this needed
2. Member can only book two session per day in any one area. This cannot be at the same time.
3. Bookings can be made online, by phone (between 10:00 and 21:00) or in person (between 06:30-22:30).
4. All bookings must be paid for in full at the time of booking.
5. Group exercise classes must be booked in order to gain admittance. No bookings will be taken within 5 minutes of the advertised start time.
6. 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 class cancellation fee of the relevant bronze member class charge. Non-members cannot change or cancel a class, full payment will be retained.
7. 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.
8. Cancellations and transfers on classes/ bookings may only be made by Sports card holders. No cancellations or transfers will be accepted on the day of the booking.
9. 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 start time. An administration charge of £2 will be made.

Fitness Centre:

1. Fitness Centre admittance is strictly refused for those not having completed an Induction or submitting a waiver form.
2. A waiver form can only be utilised once after communication with a member of the Fitness or Membership teams.
3. 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.
4. 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.
5. 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.

General:

1. Sportspark lockers are for use while using the Sportspark only
2. Sportspark bicycle racks are for use while use the centre only
3. Sportspark car park is only to be used while using the Sportspark. 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.
4. Lost property items will be kept for 2 weeks. After this time it will be disposed of. Goggles, wet items and water bottles will be disposed of within 24hours for hygiene reasons.
5. The locker system is a padlock system, you can hire one from reception or bring your own. Lockers are emptied (locks cut off) at the end of each night and items will be put into lost property and logged. (2 weeks items will be kept for) You cannot leave your locker locked overnight.
6. Valuables will be kept in lost property for 6 months.
7. A 5 minute set up and take down time is included in all bookings
8. During busy periods workouts will be sold as one hour sessions
9. Inflatable/splash band sessions sold as one hour sessions during busy periods.
10. 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:

1. 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.
2. 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.
3. 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.
4. 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 the [Sportspark website](#).

September 2014

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