

These terms and conditions form part of your Membership Agreement accepted on completion and signature of a Sportscard Application Form. Please make sure you read them carefully.

1. General

- 1.1 Sportspark lockers are for use while using the Sportspark only. The lockers utilise a padlock system. Users may bring their own for this purpose or they can 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.
- 1.2 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 time**.
- 1.3 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.
- 1.4 It is your responsibility to make sure that we have your most up to date contact information; this includes postal address, email address and phone numbers.

2. Memberships

- 2.1 When you join you will need to pay the relevant amounts as described in the Sportscard membership pack. The amount you pay depends on your type of membership.
- 2.2 The minimum age to take out a direct debit membership is 16 years.
- 2.3 Direct debit payments will be deducted from your bank on the first working day of each month.
- 2.4 Sportspark must be notified of change of bank details by the 15th of the month.
- 2.5 Joint memberships are only available on the Gold option. Both members must live at same address. Proof of address must be produced at point of joining (e.g. driving licence, utilities bill from the last 3 months etc.) The primary members' bank account must be used for the full amount.
- 2.6 £10 administration fee applies to any new memberships (including joint "add-ons").
- 2.7 Annual joint gold memberships are available. Please refer to 4.4 Cancellation for termination agreements.
- 2.8 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.
- 2.9 When taking out an annual membership you are committing yourself to a 12 month contract and may not cancel during this time.

3. Membership Cards

- 3.1 When you join, you will be given a membership card and database entry which will require your photo to be taken.
- 3.2 Membership cards are individual to the person and are not transferable without the written permission of Sportspark. Membership cards may be withdrawn and future memberships refused if cards are used by any other person. Refunds will not be given for unused periods of any level of membership.
- 3.3 Your membership card must be present at reception at each visit. If the card is forgotten the 60p admission fee applies. Gold and silver members are permitted three incidents of a forgotten card before incurring any charges.
- 3.4 Lost or damaged membership cards may be subject to a replacement charge. Details of this charge are available from reception.
- 3.5 Your membership card must be present at reception to receive the members discount on court/pitch hire. Full price will be charged if not.

4. Cancellations

- 4.1 All cancellations must be completed by the member cancelling the direct debit directly with the bank. Sportspark cannot be held accountable for cancellation errors with the financial institution.
- 4.2 Sportspark reserve the right to cancel a membership at any time.
- 4.3 Only the primary member can cancel a joint membership. In this case the whole membership will be terminated.
- 4.4 In the event that one member wishes to terminate on a joint membership under 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.

5. Bookings

- 5.1 Members may book a facility for their use up to 14 days in advance. Non-members may only book up to a maximum of seven days ahead.
- 5.2 Members can only book two sessions per day in any one area. This cannot be at the same time.
- 5.3 Bookings can be made online, by phone (between 10:00 and 21:00) or in person (between 06:30-22:30).
- 5.4 All reservations must be paid for in full at the time of booking.
- 5.5 Group exercise classes must be booked in order to gain admittance. No bookings will be taken within 5 minutes of the advertised start time.
- 5.6 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 a class cancellation fee of the relevant bronze member class charge. Non-members cannot change or cancel a class, full payment will be retained.
- 5.7 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.
- 5.8 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 (Other than for Group Exercise as described in 5.6 above).
- 5.9 Court/pitch bookings made by Sportscard holders may be cancelled or moved to another 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.
- 5.10 A 5 minute set up and take down time is included in all bookings

6. Facilities

- 6.1 Fitness Centre admittance is strictly refused for those not having completed an Induction or submitting a waiver form.
- 6.2 A waiver form can only be utilised once only, after communication with a member of the Fitness team or Membership team.
- 6.3 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.
- 6.4 The Fitness Centre holds a capacity of 125 customers. When this limit is reached we revert to a 1-in-1-out policy.
- 6.5 No person under 16 years will be allowed admittance to the Fitness Centre unless through prior arrangement with the HOD for Fitness or Sports Director or via the Fit Kidz scheme and at timetabled hours.
- 6.6 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.
- 6.7 Workouts are sold as one hour sessions and will be enforced as necessary.
- 6.8 Swimming band sessions may be enforced during busy periods. These are sold in 40 minute durations.
- 6.9 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.