

# Student Terms and Conditions

1. Campus cards must be present at reception on each visit. Students are permitted three incidents of a forgotten card before incurring the 60p admission fee.
2. Campus cards must be presented at time of booking in order to receive the student discount on activities.
3. Sportspark reserves the right to cancel a membership at any time.
4. Student memberships are individual to the person who has subscribed and are not transferable without the written permission of Sportspark. Memberships may be withdrawn and future membership refused if cards are used by any other person.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.
5. Fraudulent use of cards or inappropriate behaviour whilst using the facilities will be communicated to the UEA Student Support Services department as necessary. Sportspark has the right to report any student and if necessary withdraw access to the facilities.
6. Memberships are non refundable unless medical certification is provided. All applications for termination on medical grounds will be assessed on a case by case basis.
7. Off-peak memberships allow you to participate in activities at the Sportspark anytime at the weekend and before 4pm or after 8.30pm during weekdays.
8. Students have specific annual membership options and are unable to purchase any direct debit memberships.

## **Bookings:**

9. As a student, if you 'activate your campus card' for facility access you are then treated as a Sportspark member. 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.
10. Members can only book two sessions per day in any one area. This cannot be at the same time.
11. Bookings can be made online, by phone (between 10:00 and 21:00) or in person (between 06:30-22:30).
12. All reservations must be paid for in full at the time of booking.
13. Group exercise classes must be booked in order to gain admittance. No bookings will be taken within 5 minutes of the advertised start time.
14. Those holding an off-peak inclusive Group Exercise component to their membership have the ability to cancel classes so long as these are made at least three hours in advance of the advertised class start time. Class cancellations can be made online, by phone or in-person.
15. Those holding an off-peak inclusive Group Exercise component to their membership will be charged the relevant bronze member class fee for any non-attendance to a booked class. Please note that admittance will be refused after the advertised start time and will be considered non-attendance.
16. Court/pitch bookings 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:**

17. Fitness Centre admittance is strictly refused for those not having completed an Induction or submitting a waiver form (a waiver form can only be utilised once after communication with a member of the Fitness or Membership teams).
18. 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.
19. 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.
20. Pay and play workouts are sold as one hour sessions and will be enforced as necessary.
21. Only those who have purchased a peak membership or gym session may use the fitness centre during peak times.

### **General:**

22. Sportspark lockers are for use while using the Sportspark only.
23. The lockers utilise a padlock system. Users may bring their own locks 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.
24. The Sportspark bicycle racks are solely for use during the duration of your visit
25. Staff and students of the University of East Anglia are not allowed to park in the Sportspark at any time.
26. Lost property items will be kept for 2 weeks. After this time they will be removed from site and donated to charity where possible. Goggles, wet items, water bottles or undergarments will be disposed of within 24hours for hygiene reasons.
27. Valuables will be kept in lost property for 6 months.
28. A 5 minute set up and take down time is included in all bookings.
29. Swimming band sessions may be enforced during busy periods. These are sold in 40 minute durations.