

1. Membership Fees and Charges

- 1.1 All memberships have different access levels. Customers should familiarise themselves with permitted entry and inclusions of each before committing to a membership
- 1.2 Memberships are non-refundable, except in the event of injury which prevents centre use. An official medical note from a medically qualified practitioner is required before refunds can be considered. Admin fees are non-refundable
- 1.3 Memberships can be frozen in the event of injury/medical conditions/pregnancy. An official medical note from a medically qualified practitioner is required before the freeze will be considered
- 1.4 Memberships can be frozen if serving with the armed services/studying a nursing qualification and on placement, providing an email from your line manager or course director is produced. This email must include the start and finishing dates of service/placement. Access to the facilities will be denied whilst your membership is frozen
- 1.5 **Direct Debit Memberships:** Monthly direct debit memberships are subject to a pro rata fee on joining. Membership fees will be collected on the first working day of each month. Direct Debit memberships can be cancelled at any time by giving 1 full calendar months' notice in writing, effective from the 1st of the following month. It is the customers responsibility to cancel the direct debit with their bank after the final payment has been made
- 1.6 External members (i.e. those who are not students or staff of the university) will be provided with a membership card. Loss of this card will result in a charge of £10 for a replacement.

2. Facility Usage

- 2.1 A Fitness Induction must be completed before use of the gym areas is permitted. Inductions can be booked at the Academy of Sport reception. Non-attendance of an induction start time will result in a £5 charge
- 2.2 A valid membership, student or staff ID card must be shown at reception upon arrival for every visit
- 2.3 Locker keys can be collected from reception in order to store items in a changing room locker during your visit. Membership cards or £5 cash must be left at reception as a deposit for locker key. This will be returned or refunded on return of the locker key. Failure to return the key within 24 hours will result in the £5 deposit being forfeited
- 2.4 Any lost/damaged locker keys must be replaced at a charge of £25. Any long term hire locker keys lost or damaged will result in the locker hire deposit being retained
- 2.5 Only authorised users may enter the gym areas (no spectators or unauthorised guests allowed)
- 2.6 Last entry is 30 minutes before close.

3. Group Exercise Classes

- 3.1 Class tickets must be collected from the Academy of Sport Reception before the class
- 3.2 Instructors reserve the right to deny entry to customers without a valid ticket
- 3.3 Entry to classes may be denied at reception in the class is already at full capacity
- 3.4 If you are late for a class you are booked onto, your space may be given away to someone on the waiting list
- 3.5 It is your responsibility to inform the class instructor of any medical conditions at the beginning of every class
- 3.6 If a class has been cancelled and you have had a Fitness Induction you will have access to the fitness facilities instead.

4. Sports Hall Bookings

- 4.1 The Sports Hall can be hired on a one-off casual basis for sports related events or on a block booking basis (10 or more sessions). Prices can be found on the website: www.lsbu.ac.uk/sports
- 4.2 All bookings begin on the hour and finish 5 minutes to the hour
- 4.3 Sports Hall bookings are non-refundable but can be rescheduled if more than 24 hours' notice of start time is given.

5. General Terms

- 5.1 **Data Protection Statement:** Any personal information you give to us will be processed in accordance with the UK Data Protection Act 1998. We will use your personal information to provide you with the services, products or information that you have requested and for administration purposes
- 5.2 All members are required to wear appropriate gym clothing and footwear. Trousers/shorts with belt loops/belts are not permitted. Only indoor footwear is permitted in the Sports Hall and Dance Studios; trainers must be worn in all gym areas
- 5.3 Bookings of any kind (including Personal Training sessions and Classes) are non-refundable but can be rescheduled if more than 24 hours' notice of reserved session start time is given
- 5.4 By signing these terms and conditions, you agree to be bound by and observe the conditions of use outlined here and as advised by Academy of Sport during your induction. All terms and conditions are subject to change
- 5.5 The management reserve the right to deny access to the Centre
- 5.6 Offensive, aggressive, abusive behaviour towards staff and/or customers may result in termination of the current membership period. In such circumstances, any future remaining months of membership will be refunded (not including the current month). Future membership will only be considered after review by senior management
- 5.7 The Academy of Sport is not liable for any loss, damage or theft of any property of users and their guests.