

# Sport Membership Terms & Conditions

## 1. Terms

- 1.1. 'Cardiff University Sport': refers to the Head of Cardiff University Sport, or other persons designated by the Head of Cardiff University Sport employed to undertake specific functions.
- 1.2. 'Member': Shall refer to the person who has applied for, and been granted membership of Cardiff University Sport using the Cardiff University Sport facilities and services.

## 2. Rules & Regulations

- 2.1. Members must provide Cardiff University Sport with current contact details on their membership application form. The member should inform Cardiff University Sport if their contact details change at any stage of their membership.
- 2.2. Members should inform the centre staff if they are ever likely to require additional assistance in the event of an emergency evacuation. This may be done on the initial application, or at any stage during their membership.
- 2.3. Members should report to the centre reception prior to use or the start time of their booked session.
- 2.4. Members making a booking reservation must be present at the time of the booking made.
- 2.5. Cardiff University Sport reserves the right to refuse admission.
- 2.6. Cardiff University Sport will not tolerate disorderly, threatening or abusive behaviour. Cardiff University Sport reserves the right to exclude individuals from facilities and withdraw membership where it is deemed appropriate.
- 2.7. Specific facility/activity rules & regulations must be adhered to at all times.
- 2.8. Cardiff University Sport reserves the right to stop or cancel activities if in its opinion health & safety is being compromised at any time.
- 2.9. Any damage to facility or equipment must be reported promptly to Cardiff University Sport.
- 2.10. All users are advised to remove all watches, jewellery or similar adornments before participating in activities.
- 2.11. All access and exit routes must be kept free from obstruction and fire doors must be kept closed at all times.
- 2.12. Smoking is not permitted on any University premises.
- 2.13. Members are required to take reasonable precautions to prevent the risk of fire. Use of naked flames or ignited materials are not permitted.
- 2.14. All portable electrical equipment bought on to site must be safe to use and have been appropriately portable appliance tested.
- 2.15. Booking times should commence and conclude as booked. Set up and reinstatement of equipment should take place within the designated booking time.
- 2.16. Food should not be consumed in any of the activity areas unless with prior agreement of Cardiff University Sport.
- 2.17. Drinks should only be consumed from sealed plastic bottles to avoid spillages and comply with health & safety guidelines.
- 2.18. All accidents must be reported immediately to the Centre Reception.
- 2.19. In the case of an emergency all persons will be required to follow emergency evacuation procedures and leave by the nearest emergency exit.
- 2.20. Members must be aged 16 years or over. Users under 16 years of age must be accompanied by a responsible member.
- 2.21. Cardiff University Sport members must present a valid ID card at reception before using the facilities or services. Failure to produce an ID card may result in entry being refused or a standard charge being applied.
- 2.22. Lists of current charges are available at each centre reception and on the Cardiff University Sport website [www.cardiff.ac.uk/sport](http://www.cardiff.ac.uk/sport).
- 2.23. All customers are asked to retain their till receipts for the duration of their visit.
- 2.24. Cardiff University Sport facilities will close for 2 weeks over the New Year, and for the duration of the Easter weekend. Notices to remind member of these closure dates will be displayed locally at the Centres. Membership Subscriptions take into account these closure dates.
- 2.25. Cardiff University Sport reserves the right to adjust normal operating hours and recreational programmes within these times at its discretion. Cardiff University will make efforts to notify the member as soon as is reasonably possible in the circumstances listed above. All charges paid for bookings affected by these circumstances will be refunded.
- 2.26. Members hiring facilities should also refer to Facility Hire Terms & Conditions available from receptions or on the Cardiff University Sport website [www.cardiff.ac.uk/sport](http://www.cardiff.ac.uk/sport).

## 3. Memberships

- 3.1. Members must complete a full Cardiff University Sport membership application form.
- 3.2. A Fitness Joining Fee will be applied to all members wishing to use one of the Cardiff University Sport fitness facilities.
- 3.3. All members wishing to use one of the Cardiff University Sport fitness facilities must complete a Health Commitment Statement or attend a fitness induction session prior to using the facility.
- 3.4. A 7 day 'cooling off' cancellation period will apply to all membership subscriptions purchased. Refunds will be offered to all subscriptions cancelled within this period. Charges for any sessions attended will then be deducted at the non-subscription rate.
- 3.5. Memberships subscriptions may be refunded on medical grounds if certified.
- 3.6. Requests for refunds should be made, in writing, to the Cardiff University Sport Operations Manager.
- 3.7. Membership subscriptions are not transferrable.
- 3.8. All customers attending Cardiff University Sport group fitness sessions must be able to present a valid receipt for the session to the instructor

for each session they attend. Membership cards must also be presented on request.

- 3.9. Group fitness bookings can be made up to 7 days prior to a session (Platinum Members may book up to 14 days prior to a session). Payment for group fitness sessions must be made at the time of booking.
- 3.10. Charges may be applied to Platinum Members for group fitness sessions that they book but do not attend.
- 3.11. Bookings may be made in person or by telephone. Credit card payment will be requested for bookings made via the telephone where payment in advance is required.
- 3.12. For the members own welfare late admission to group fitness sessions may be refused. Refunds will not be given for late attendance. Cardiff University Sport reserve the right to refuse admission to group fitness sessions.
- 3.13. Squash court bookings are for 40 minutes duration. Other racquet court bookings are for 55 minute duration. Designated booking times should be adhered to.
- 3.14. Squash courts may be booked by members for up to 2 people per court per hour for a maximum of 2 hours. Members must be present and participating as part of the group.
- 3.15. Other racquet courts may be booked by members for up to 4 people per court per hour for a maximum of 2 hours. Members must be present and participating as part of the group.
- 3.16. Once issued it is the member's responsibility to retain Squash Court light tokens. If light tokens are mislaid prior to the booking time the member will be charged for any replacement light tokens.
- 3.17. Squash Court light tokens remain the property of Cardiff University Sport.

## 4. Payment

- 4.1. Payment must be received in full prior to the time of use.
- 4.2. Failure to provide payment will revoke all members bookings.
- 4.3. The member will be liable for unpaid bookings. The University will pursue debt collection if full payment has not been received.
- 4.4. Cardiff University Sport accepts payment in cash, cheque or card. Cheques should be made payable to 'Cardiff University'.

## 5. Cancellation

### 5.1. By The Member

- 5.1.1. If cancellation is made more than 48 hours prior to the booking cancellation will be accepted with no penalty.
- 5.1.2. If cancellation is made within 48 hours, or the member fails to attend a booked session, the full charge will be applied. This charge may be sought via invoice.

### 5.2. By Cardiff University

- 5.2.1. Cardiff University reserves the right to cancel a booking if the facility is required by Cardiff University Athletic Union where 8 days written notice can be provided.
- 5.2.2. In the event of snow or other extreme weather conditions it may be deemed that facilities are unsuitable for activity and bookings cancelled.
- 5.2.3. Cardiff University reserves the right to cancel or close the facilities for special events or for other circumstances beyond their control.
- 5.2.4. Cardiff University will make efforts to notify the member as soon as is reasonably possible in the circumstances listed above. All charges paid for bookings affected by these circumstances will be refunded.

## 6. Refunds

- 6.1. Refunds claims should be made in writing to the Cardiff University Sport Operations Manager.

## 7. Pets

- 7.1. Guide dogs are the only pets allowed on Cardiff University Sport premises.

## 8. Issue & Return of Keys

- 8.1. Keys issued must be signed in and out at the Centre Reception.
- 8.2. Members will be charged a £10 deposit for each key issued. £10 will be charged for every key not returned. Where necessary the member will be invoiced for the loss.

## 9. Car Parking

- 9.1. Parking is not included as part of membership. Parking is available in the following locations
- 9.2. **University Fitness & Squash Centre – Senghennydd Road:**
- 9.2.1. All parking in this area is on the public highway and is subject to the general rules and regulations of the department of Highways and Transportation.
- 9.3. **University Strength & Conditioning Centre – Park Place:**
- 9.3.1. All parking in this area is on the public highway and is subject to the general rules and regulations of the department of Highways and Transportation.
- 9.4. **University Sports Centre – Talybont:**
- 9.4.1. Free parking is available in designated parking areas.
- 9.4.2. Any vehicle not parked in an appropriate place may be subject to clamping.
- 9.4.3. Vehicle access must only be via Excelsior Road (Tesco Extra) entrance.
- 9.5. **University Playing Fields – Llanrumney:**
- 9.6. Free parking is available in designated parking areas on site.

## 10. Broadcasting, Television & Photographs

- 10.1. No broadcasting, T.V. or other media personnel may enter the premises for the purposes of coverage or taking photographs without the prior consent of Cardiff University Sport.
- 10.2. In the interests of safety, anyone wishing to use photographic equipment including cameras, video recording equipment and mobile phone cameras must obtain prior permission of Cardiff University Sport.

## 11. Customer Comments

- 11.1. It is the policy of the Cardiff University Sport to provide a quality of service that meets the needs of our customers. Customer comments are welcomed.
- 11.2. Customer comment cards available at each Centre reception.
- 11.3. Alternatively customer comments can be on the Cardiff University Sport website [www.cardiff.ac.uk/sport](http://www.cardiff.ac.uk/sport) or be sent via email to [sport@cardiff.ac.uk](mailto:sport@cardiff.ac.uk) where they will be directed to the appropriate manager.