



## MEMBERSHIP TERMS AND CONDITIONS

(Effective from 8 June 2018)

### 1. Duration

- a) As an annual member you are agreeing to remain a member for a minimum 12 month period and all memberships once paid are non-refundable and non-transferable
- b) As a direct debit/staff deduction member there is no minimum contract and if you wish to cancel you must give at least one full calendar months' notice by completing a membership cancellation form
- c) Adult members must be aged 16 or over to be eligible for membership
- d) Direct Debit/Salary Deduction members may upgrade or downgrade their membership package at any time. Members may freeze their membership (under medical or work related grounds), with official documentation; each case will be reviewed on an individual basis. A calendar month's written notice is required when requesting a freeze

### 2. Fees

- a) All member direct debit applications are subject to an administration fee
- b) Members who do not follow the correct cancellation procedure (outlined in section 1) will be charged an administration fee when re-joining
- c) Membership fees and other charges are reviewed annually
- d) Members will be contacted 10 days in advance if direct debit amounts are to be increased although this will not apply if the amount is reduced. Please refer to Direct Debit mandate rules
- e) Membership packages are reviewed on an annual basis and subject to change
- f) Membership terms and conditions are subject to change
- g) Queen's Sport reserves the right to waive administration fees at any time

### 3. Direct Debit Failures

- a) If you're direct debit fails, through no fault of Queen's Sport, your membership will be temporarily suspended. To reactivate your membership you must pay for the month which failed and any other monies owed. An additional administration charge of £10 will also be added to reactivate your account
- b) If your direct debit fails three times within a 12 month period Queen's Sport reserves the right to cancel your membership – to reactivate this membership you must take out an annual lump sum package before next being considered for the direct debit scheme

### 4. Peak and off-peak memberships

- a) Peak memberships allow members to use the facilities anytime during that area's opening hours
- b) Off peak memberships allow access to the facilities from 6.30am – 3.30pm (last entry) Monday to Thursday, and all-day Friday, Saturday and Sunday.
- c) Off peak Queen's Student memberships allow access to the facilities from 6.30am – 3.30pm (last entry) and 8pm-10pm Monday to Thursday, and all-day Friday, Saturday and Sunday
- d) Please note all activities will cease at 10pm weekdays and 6pm weekends

### 5. Associate members (Spouse/ Partner/ Sibling/ Retired/ Child)

- a) Main members are responsible for their associate member's payments and any missed payments by main or associate member will affect all memberships.
- b) Associate Member is a second person living at the same address as the main member and must be able to show proof e.g. utility bill.
- c) Main members may have one adult associate member but there is no restriction on the number of child associate members providing they are the member's children.
- d) Children must be over 5 and under 16 years of age to be entitled to an associate membership. All children must be accompanied by an adult at all times and are entitled to swimming and racquets only.
- e) Retired members (over 60) are entitled to associate membership.
- f) A main member may add on an associate member anytime on a direct debit/staff deduction membership but all payments are paid through the main members account.
- g) When taking out membership, main member and associate member may mix their membership type although the main member must take out the higher valued package. Both membership packages must have the same end date.

- h) Main members must be present when adding on an associate member and Queen's Students or Staff must show their valid student or staff cards.

## 6. Guests

- a) Main members are allowed one guest at any time; they must be signed in and pay the guest rate per activity and must partake in the same activity as the member. (Please ask at reception).

## 7. Membership card

- a) Your membership card is for your use only and should not be used by anyone else. Should anyone be found using your card, your membership of Queen's Sport will be reviewed
- b) Queen's student cards being used by someone else will be sent to student records to determine the next course of action
- c) Your membership card or receipt must be shown upon request by any member of Queen's Sport staff. If you forget or fail to produce your membership card when requested a flag will go against your account. 3 flags against your account in any 6 month period could lead to entry refusal
- d) Photographs must be taken for security reasons and for our records. If member declines they must carry photographic identification each time they come in or they could be refused entry

## 8. Students

- a) A Queen's student is defined as one with a student card i.e. an enrolled student undertaking a degree, diploma or certificate course
- b) Students must have at least one year left of their course to apply for annual membership for themselves and any associate
- c) Students must provide their student card to gain access to Queen's Sport or provide photographic I.D. Students who consistently forget their cards may be refused entry
- d) Students may freeze their membership from start of June to end August each year (no variance on dates) but must give us at least one full calendar month written notice to activate this. Membership will then automatically begin from 1 September when the first payment will be taken.
- e) Student pay and play members are entitled to off peak access only (see section 4 for off-peak times)
- f) Memberships are available for 'Other Students' – a valid student card must be shown at the time of application and member must have at least one full year of study left (proof may be required)
- g) Graduates or those leaving the university will no longer be considered a student and will have to move rates to continue their membership
- h) Students who sign up for a membership online, must provide evidence that they are a current student at Queen's University and will remain so for the full duration of the membership subscription.
- i) Other Students who sign up for a membership online, must provide evidence that they are a current student and will remain so for the full duration of the membership subscription.
- j) All students who sign up for a membership online will be asked for verification on their first visit.
- k) Failure to provide the correct verification will mean that the membership applied for online will not be valid. Other membership options will be made available for purchase. Refunds will not be available in this instance.

## 9. Staff

- a) Queen's staff must have a valid staff card and staff number in order to be eligible for Queen's staff Membership.
- b) Stranmillis and St Mary's staff are entitled to staff membership but must produce evidence that they are currently in their employment
- c) If a staff member leaves the University they must amend to the appropriate category if they wish to remain a Queen's Sport member.
- d) Staff with an off-peak membership are entitled to off peak access only (see section 4 for off-peak times)
- e) Staff who sign up for a membership online, must provide evidence that they are a current student and will remain so for the full duration of the membership subscription.
- f) Staff who sign up for a staff membership online, must provide evidence that they are a current staff members.
- g) Those who sign up for a staff membership online will be asked for verification on their first visit to Queen's Sport.
- h) Failure to provide the correct verification will mean that the membership applied for online will not be valid. Other membership options will be made available for purchase. Refunds will not be available in this instance.

## 10. Graduates

- a) In order to be eligible for Graduate Membership the member must be a graduate of Queen's University. (Proof must be provided at application).
- b) Checks will be carried out with the Development & Alumni office to check that graduate members are actually graduates of Queen's University

- c) Graduates must provide a copy of their degree certificate to apply for the Graduate membership packages
- d) Graduates who sign up for a membership online, must provide evidence that they are a Queen's Graduate.
- e) Those who sign up for a Queen's Graduate membership online will be asked for verification on their first visit to Queen's Sport.
- f) Failure to provide the correct verification will mean that the membership applied for online will not be valid. Other membership options will be made available for purchase. Refunds will not be available in this instance.

#### 11. Public

- a) Public membership is available to all members of the community

#### 12. Gym Usage

- a) The gyms are only available to members or guests of members who are 16 years old and over.
- b) All members wishing to use the gyms must complete an Induction prior to first use. Inductions must be repeated if there is a lapse in membership of 12 months or more OR if the equipment in the gyms change significantly. On-line inductions are available at the Queen's Sport website.
- c) Members must read the Health Commitment Statement before using any facility of the Club, in order to assess your own fitness level and suitability for a proposed exercise programme and/or use of the facilities.
- d) The Member warrants and represents that he/she is in good physical condition and that he/she knows of no medical or other reason why he or she is not capable of engaging in active or passive exercise and that such exercise would not be detrimental to his/her health, safety, comfort or physical condition.
- e) Members are asked never to allow anyone to enter the gym. All valid users can gain access using their membership card or temporary access codes. Members who allow others to enter may invalidate their membership.
- f) Use all equipment for the purposes they are designed for, failure to do so may result in injury to yourself or others for which Queen's Sport cannot be held responsible. If you are unsure of how to use any of the equipment please ask a member of staff.
- g) Whilst a member it is your responsibility to inform Queen's Sport if there are any changes to your health that may affect your ability to exercise in a safe manner.
- h) All-Inclusive and Fitness Members must complete an induction. Inductions can be booked through Queen's Sport reception, or alternatively an induction can be completed online at: [www.queenssport.com](http://www.queenssport.com)
- i) Do not bring any personal belongings into the gyms, use the lockers provided.
- j) At busy times please restrict your use of the cardiovascular machines to 20 minutes to allow others to use the machines.
- k) At busy times please use the resistance machines and weights responsibly. Allow other customers to use equipment in between sets and in rest periods.
- l) For health and safety reasons please return any equipment to its proper place after use.

#### 12. General

- a) Queen's Sport reserve the right to withdraw membership or prevent access to any individual or group whose behaviour is deemed inappropriate
- b) Please note that the Physical Education Centre is a no smoking environment
- c) We do not accept responsibility for any loss or damage to personal property or vehicles for members, guests or visitors
- d) We reserve the right to amend, alter or withdraw any activity, facility or programme without notice should it be necessary due to unforeseen circumstances or poor attendance
- e) Queen's Sport reserve the right to amend, alter or withdraw any terms and conditions as required and will inform members via internal communications

**By becoming a member of Queen's Sport you are agreeing to the terms and conditions outlined above and to the customer charter guidelines on display for use of the facilities**

