

## Cancellation and financial terms

### Annual payment membership information

This membership package is offered for a fixed term of 12 months from the date of application. Membership fees must be paid in advance, with all fees paid by the date on which membership commences.

The 12 months membership ceases at the end of the fixed term unless the member renews the membership and pays further membership fee before the membership renewal date specified on the membership application. The University of Bristol reserves the right to increase the advanced payment membership fees at the conclusion of each fixed term.

A member may not cancel an advanced annual payment membership. In any event, the University of Bristol will not refund membership fees.

### Monthly payment membership information

This package is offered for a minimum of two months. Members can pay monthly by Direct Debit. For granting this credit, Members pay a joining fee equivalent to one month's membership fee. The Direct Debit contract will commence on the date stated under date of First Direct Debit.

Direct Debit payments will continue until such time as you advise us in writing of your intention to cancel. They will not stop automatically after graduation. Please notify us 30 days in advance in writing or in person to the Business Development Team (based at the Indoor Sports Centre). Members are advised to take steps to cancel their direct debit there after.

### All memberships

In exceptional circumstances, e.g. injury or pregnancy, you may be allowed to freeze your membership for an agreed period (up to a maximum of six months). This request must be made to the Business Development Team in writing, by email or in person, stating the reason for the freeze and including medical evidence. Once processed you will receive confirmation of the freeze period and we will extend your membership period by the number of full calendar months your membership has been frozen. We reserve the right to refuse your application.

If you cancel your membership for any reason it will be necessary to pay a further administration (joining) fee if you rejoin at a later date.

We reserve the right to cancel a membership at our sole discretion and without the payment of compensation.

All memberships are subject to a 14-day cooling off period from the specified start date of the membership. Customers may cancel the membership within this time-frame without penalty, provided the facilities have not been used within this time. To initiate the cooling off mechanism members are required to confirm in writing, email or in person to the Business Development Team (based at the Indoor Sports Centre).

The University of Bristol reserves the right to adjust or amend the terms and conditions as necessary without prior notice. Members are required to adhere to the terms and conditions and rules of use.

### Facilities

We reserve the right to withdraw all or any part of our facilities for short periods of time to carry out routine maintenance and for examinations/ events. No refunds will be given in these circumstances.

### Health and Safety

Prior to using any fitness equipment new members are required to undertake a supervised induction with a member of our Health and Fitness Team; these inductions should be booked in advance. Equipment and facilities must be used in a safe manner and in accordance with training or guidance given by a qualified member of staff or relevant signage. Equipment or facilities should not be used if guidance or training has not been received. Facilities' users are responsible for their own health and safety and should conduct their activities in a safe manner at all times so as not to impact on the health and safety of themselves or others whilst on the premises.

Booking times for all activities must be adhered to for health and safety reasons. As a result, if you attend at a later or earlier time than booked you may be refused entry.

We accept no liability for lost or stolen goods whilst on our premises unless as a direct result of our negligence. Property stored in lockers is at your own risk. Cars parked in University owned car parks and all contents therein are your responsibility and we will not accept liability for loss or damage to them.

## Usage Terms

All members are required to show their Ucard or membership card at reception. Members may be refused free entry without a valid card or membership.

Membership cards are non-transferrable and must only be used by the registered card holder. Only the cardholder can make bookings. There may be a small charge to replace lost or stolen membership cards.

Certain activities under the Sports pass packages require advanced booking to guarantee availability. Members are permitted to book in advance (the duration is specified in the package benefits) please see [www.bristol.ac.uk/sport/memberships](http://www.bristol.ac.uk/sport/memberships) for more details.

## Activity Cancellation

Please see our Activity Cancellation Policy for details.

Children under the age of 16 are not permitted in the gyms or permitted to take part in specified exercise class programme. Children under the age of 16 must be accompanied by a parent or carer (unless participating in a taught activity by a qualified coach, who will assume responsibility).

## Sports Medicine Clinic

Cancellations must be made 24 hours in advance. Failure to do so will result in a £20 cancellation fee being added to your account.

Visitors to the Sports Medicine Clinic who fail to attend their appointment without contacting us will be charged the full appointment fee.

## Local conditions

Members must comply with conditions of use displayed throughout the Centres relevant to each activity.

## Personal Data

### Students

Please read our guidance on how we process student personal data (which can be accessed at [www.bris.ac.uk/secretary/dataprotection/individ/student](http://www.bris.ac.uk/secretary/dataprotection/individ/student) )

### Staff

Please read our guidance on how we process staff personal data (which can be accessed at [www.bris.ac.uk/secretary/dataprotection/individ/staff](http://www.bris.ac.uk/secretary/dataprotection/individ/staff) )

## Community users

We will use the personal information you provide us in your application to:

1. Provide our services to you;

2. Inform you about any services that we provide, but you can stop receiving these at any time by following the link to unsubscribe, however this should only be done on the understanding that we will no longer be able to contact you about closures, updates and changes.

### All users

We will not share your personal data with any third parties, with the exception of Bristol Students' Union. However, by providing your personal data to use, you agree that we may transfer, store or process your personal data outside the European Economic Area in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to access information that we hold about you. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. For further information please access [www.bris.ac.uk/secretary/dataprotection/individ/subjectaccess](http://www.bris.ac.uk/secretary/dataprotection/individ/subjectaccess) )

If you access the facilities using a Ucard our Ucard Privacy Policy can be access at [www.bris.ac.uk/cardservices/privacy-policy](http://www.bris.ac.uk/cardservices/privacy-policy)

## UoB Bursary holders

Bursary sports passes run annually from 1 September to 31 August. Membership fees are set as part of the annual pricing review and applicable from 1 September to 31 December. There will be a reduction in the cost of the sports membership from January and this will be chargeable until the 31 August.

Payments can also be paid by direct debit but all payments will be terminated on the 31st August each year.

## Contact us

Business Development Team (available 9-5pm, Mon-Fri)  
Indoor Sports Centre  
Tyndall Avenue  
Clifton  
Bristol  
BS8 1TP  
[sports-members-admin@bristol.ac.uk](mailto:sports-members-admin@bristol.ac.uk)

**The members shall at all times comply with the rules and conditions of use.**

### **1. Activity cancellation policy**

Sports Medicine Clinic

1.1 Appointments can be cancelled up to 24 hours in advance, and no charge will be made.

Appointments missed or cancelled within 24 hours will incur a £20 charge.

Visitors to the Sports Medicine Clinic who fail to attend their appointment without contacting us will be charged the full appointment fee.

Refunds for online bookings will be provided as credit notes in the first instance. Full refunds will be provided at reception.

### **1.2 Members-only free activity (Exercise to music classes, squash & sports hall bookings, outdoor tennis courts)**

Cancellations made within 3 hours prior to the activity will incur a strike against the member's booking rights.

Non-attendance to a pre-booked activity will incur a strike against the member's booking rights.

Failure to attend the class on time will also result in a strike.

If the member received three strikes due to cancellations or non-attendance, their booking rights will be suspended for 1 week.

A strike will be removed from the member's account after six weeks.

### **1.3 Ad-hoc Bookings**

Ad-hoc bookings can be cancelled up to 48 hours in advance, and no charge will be made.

Ad-hoc bookings missed or cancelled within 48 hours will be charged at full cost.

Refunds for online bookings will be provided as credit notes in the first instance. Full refunds will be provided at reception.

### **1.4 Regular/Block Bookings (Coombe Dingle Sports Complex, Swimming Pool, Indoor Sports Centre)**

Regular bookings, e.g. weekly training sessions, can be cancelled up to 48 hours in advance and no charge will be made. Bookings missed or cancelled within 48 hours will be charged at full cost.

NB. for Block bookings (10 or more) and where a VAT exemption applies: please note that cancelling a session and requesting a refund will mean the block booking is interrupted, and we will no longer be able to apply a VAT exemption to the overall series. In this situation please contact us to discuss how this affects the amount you will be invoiced.