

# TERMS + CONDITIONS

## KEY FACTS

You must read our full Terms + Conditions when you join or make a booking with us. Here's a handy guide to remember some of the key points.

### 1 BEHAVIOUR

- Treat staff and other users with respect.
- Dress appropriately for your activity.
- Please leave facilities tidy & return equipment to it's station.
- You must use the lockers provided and secure your belongings with a padlock. No belongs are to be stored overnight.



### 2 ACCESS

- You must show your UCard (students and staff) or membership card (all other categories) for access.
- Sharing your card to give others access can result in membership termination.
- Before your first use of the gym you must attend an induction, watch our induction video, or sign a health commitment statement, depending on your preference.
- Several activities have specific information so please ensure you read their relevant section within the T+C's before undertaking that activity.



### 3 MEMBERSHIP

- Pay monthly memberships are subject to a joining fee equivalent to one month's membership.
- Please give 10 working days notice before the end of the month to cancel your pay-monthly membership in writing/via email.
- Your membership direct debit will not automatically cease (e.g. upon graduation) unless you notify us. Please give notice in the usual way if you wish to cancel.
- All annual memberships run for 12 months from date of purchase (or their agreed start date) and cannot be cancelled, except in exceptional circumstances (see T+C's).
- Memberships cannot be suspended during the holidays.



### 4 ACTIVITY CANCELLATIONS

- Please cancel classes with 3+ hours notice to avoid receiving a strike on your account. You can do this via your online account or by emailing us.
- Chargeable court bookings must be cancelled with 24 hours+ notice to avoid being charged.
- Collecting 3 strikes within 72 days will result in a 6-day ban on booking further classes.
- Make sure you scan in (reception or gate) when attending a class to ensure your attendance is registered. If the gate is open, please visit reception.



### 5 SPORTS HALL BOOKINGS

- A minimum of 6 players are required for half Sports Hall bookings (e.g. basketball, netball, volleyball & 5-a-side football).
- A maximum number of 4 players are permitted per single court booking (e.g. squash/badminton).
- Please leave promptly once your booking has finish to allows other users to start their booking on time



### 6 PLEASE NOTE

- Some services & facilities may be unavailable at times due to planned or emergency maintenance.
- We won't share your data outside the University or Bristol Students' Union.
- Please submit feedback online via [bit.ly/sehfeedback](https://bit.ly/sehfeedback) or via email [sports-members-admin@bristol.ac.uk](mailto:sports-members-admin@bristol.ac.uk)

