



# MEMBERSHIP TERMS AND CONDITIONS

## 1. Duration

- a) When joining Queen's Sport you are agreeing to remain a member for the duration of the membership package you have purchased. Once paid your membership is non-refundable and non-transferable.
- b) If you pay for your membership monthly there is no long term contract, you can end your membership by completing a member cancellation form.
- c) If you want your cancellation to take effect from the end of the month you must complete your cancellation form on or before the 6<sup>th</sup> day of that month.
- d) If you cancel between the 7<sup>th</sup> and last day of the month your membership will end on the last of the next month.
- e) If you pay for your membership monthly you may upgrade your membership package at any time. If you wish to downgrade your membership, it will not take effect until the next direct debit deduction.
- f) Members may freeze their membership by providing official documentation, evidencing that they are freezing under medical or work-related grounds. Each case will be reviewed on an individual basis.

## 2. Peak and off-peak memberships

- a) Peak memberships gain entry during facility opening hours.
- b) Off-peak memberships allow access to facilities from 6.30am – 3.30pm (last entry) Monday to Thursday, and all-day Friday, Saturday and Sunday.
- c) Off-peak memberships do not permit access to Student Clubs during Peak hours. Off-Peak members who wish to attend a Student Club training session during peak times must pay an additional admission fee.
- d) Queen's Students who do not have a membership can access the facilities on a 'Pay As You Go' basis from 6.30am – 3.30pm (last entry) and 8pm-10pm Monday to Thursday, and all-day Friday, Saturday and Sunday.
- e) Please note all activities will cease at 10pm weekdays and 6pm weekends.

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

- a) 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.
- b) Main members may have one adult associate member but there is no restriction on the number of child associate members. The main member must be the parent or guardian of associate child members.
- c) Children must be over 5 and under 16 years of age to be entitled to an associate membership. Children must be always accompanied by an adult and are entitled to swimming and racquets only.
- d) Retired members (over 60) are entitled to associate membership.
- e) A main member may add on an associate member anytime on a monthly membership but all payments are paid through the main members account.
- f) When taking out membership, main members and associate members 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.
- g) Main members must be present when adding on an associate member.

## 4. Fees

- a) All member direct debit applications are subject to an administration fee.
- b) Queen's Sport reserves the right to waive administration fees at any time.
- c) Membership packages are reviewed on an annual basis and may be subject to change.
- d) Members who do not follow the correct cancellation procedure (outlined in section 1) will be charged an administration fee when re-joining. They will also have to pay the outstanding amount for the failed month.
- e) 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.

## 5. Direct Debit Failures

- a) If your direct debit fails, through no fault of Queen's Sport, your membership will be suspended. To reactivate your membership you must pay for the month which failed and any other monies owed. An additional administration charge of £15 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 – in this instance to reactivate your membership you must take out a lump sum package.

## 6. Membership card

- a) Queen's Students and Queen's Staff will use their Student/Staff card to gain access to Queen's Sport. All other members will be issued with a membership card upon joining.
- b) Photographs must be taken for security reasons and for our records. If a member declines they must carry photographic identification each time they come in or they could be refused entry.
- c) 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.
- d) Queen's student cards being used by someone else will be sent to student records to determine the next course of action.
- e) 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.

## 7. Queen's Students

- a) A Queen's student membership will be issued to students enrolled in or undertaking a degree, diploma or certificate course at Queen's University Belfast.
- b) Queen's Students must be enrolled in their academic course for the full duration of their membership.
- c) Students must provide their student card to gain access to Queen's Sport or provide photographic I.D.
- d) Students may freeze their membership in the months of June/July/August provided they follow the correct procedure at reception. A freeze application must be completed within the correct timescales, membership will then automatically begin from 1<sup>st</sup> September when the first payment will be taken.
- e) Queen's Student pay and play members are entitled to off-peak access only (see section 4 for off-peak times).
- f) Graduates of Queen's or those leaving the university will no longer be considered a student and will have to move rates to continue their membership.

## 8. Other Students

- a) Memberships are available for Other Students. A valid student card must be shown at the time of application.
- b) Other Students must be enrolled in their course for the full duration of their membership.

## 9. Queen's Staff

- a) All Queen's staff members must currently be working at the university. A valid staff card and staff number is required.
- 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 staff members leave Queen's they must notify Queen's Sport. If they wish to remain a Queen's Sport member they must amend to the appropriate membership category.

## 10. Graduates

- a) Only Queen's University Belfast Graduates are eligible for Graduate Membership. Proof of graduation will be required.
- b) If proof of graduation cannot be provided Queen's Sport will validate graduation by carrying out checks with the Development & Alumni office of Queen's University.

## 11. Gym Usage

- a) Anyone wishing to use the gyms must complete an induction prior to first use. Inductions may be booked with Queen's Sport staff. On-line inductions are also available at the Queen's Sport website.
- b) Members must read the Health Commitment Statement before using Queen's Sport facilities in order to assess their own fitness level and suitability for exercise. The Health Commitment Statement is available at reception or on-line.
- c) 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.
- d) The member warrants and represents that they are in good physical condition and that they know of no medical or other reason why they are not capable of engaging in active or passive exercise and that such exercise would not be detrimental to their health, safety, comfort or physical condition.
- e) All gym equipment must be used in the appropriate manner. 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.
- f) Do not bring any personal belongings into the gyms, use the lockers provided.
- g) Please show respect to other gym users and do not monopolise equipment during busy periods.
- h) All Queen's Sport members are asked to familiarise yourself with gym user protocols.

## 12. General

- a) All sports equipment must be used in the appropriate manner. 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.
- b) If you expect the equipment or playing areas are hazardous you must report this to a member of staff.
- c) Queen's Sport reserve the right to withdraw membership or prevent access to any individual or group whose behaviour is deemed inappropriate.
- d) All Queen's Sport facilities are non-smoking environments.
- e) Consumption of alcohol or illegal substances is not permitted on Queen's Sport premises.
- f) Queen's Sport do not accept responsibility for any loss or damage to personal property or vehicles for members, guests or visitors.
- g) Queen's Sport 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.
- h) Queen's Sport reserve the right to amend, alter or withdraw any terms and conditions as required and will inform members via internal communications.
- i) All members are allowed to bring guests during their assigned time. Guests must be registered at reception, pay the guest rate per activity and partake in the same activity as the member.

**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.**