

Membership Terms and Conditions – August 2024

Please read and carefully consider the following terms and conditions prior to signing the agreement. In signing the agreement, the applicant accepts the contents completely and agrees to be bound by them. Sport Lancaster reserves the right to amend these terms and conditions by issuing 14 days' notice of the alterations to members.

1. 1. Facility Rules

1.1 Anyone wishing to join the centre must be 16 years or older.

1.2. Anyone using the centre must comply with the rules and regulations. Anyone found breaking the rules may be subject to a short-term ban or in extreme cases have their membership terminated.

1.3 Users of the centre must do so in a polite and respectful manner and anyone not doing so will be asked to leave the centre.

1.4 All users must treat the equipment and facilities with respect and not cause any deliberate damage.

1.5 Any damage knowingly caused to facilities or equipment must be paid for by the users responsible.

1.6 Appropriate sportswear, including footwear, must be worn when using facilities. No studs, spikes or outdoor boots are to be worn indoors.

1.7 Lockers should be used to store personal items while using the centre. Any items left overnight will be removed and placed in lost property. Please note any item left in a locker is at the customers own risk, the sports centre will not be responsible.

1.8 You can be refused access to the centres facilities if it is considered that your health maybe adversely affected using such facilities or if you are deemed to be under the influence of alcohol/drugs.

1.9 Any guests of members must pay the appropriate Pay as You Go rate to use facilities. When using a free day pass or equivalent as payment for the facilities this must be presented at the time of payment.

1.10 The Sports Centre cannot be held responsible for any loss or damage to property suffered by any person using the centre unless it arises from negligence on our part.

1.11 All children under the age of 10 must always be accompanied by a responsible adult, whilst in the building for swimming the rations are as follows: Under 4 – 1:1, 4-7 1:2 8/9 adult needs to be on pool side and over 10 they are allowed in the pool without an adult.

1.12 Changes to the rules/etiquette may be made at any time. Where possible we will give 7 days' notice of these changes. Any changes will be posted around the centre and on the website.

1.13 There may be occasions where we must close all, or part of the facilities that are included in a membership. We will do our best to give advanced warning of such closures, however you will not be entitled to a refund of part or all, your membership due to a closure.

1.14 The centre opening times during public holidays are subject to change and occasionally the facilities may have to close for sporting events that we are hosting. Notices will be displayed in advance to notify customers of such changes. No refunds or extensions will be available for these periods.

1.5 The Sports Centre will process your personal data in accordance with the Data Protection Act 2018, the Privacy and Electronic Communications (Amendment) Regulations, the General Data Protection Regulation (UK GDPR), and any relevant replacement/subsequent UK privacy legislation, for the purposes of performing its obligations and exercising its rights under these terms and conditions. We refer you to our [Privacy Notice](#).

1.6 Members must not take photos or film in any part of the Centre. Filming and photography of other users without their permission is not allowed. For more information, please see 'User Terms & Conditions' and our 'Photography Policy'.

2. Changing the Agreement

2.1. We can change the agreement at any time. We will give you 14 days' notice of this change in writing at the email address you have given us.

3. Memberships Entitlement

3.1 Memberships are available to students, staff and public. Spouses of Lancaster University students and staff are also able to join at a discounted rate, this will be the concessionary plus rate.

Students include those attending further education, 6th form and students at other universities, holding a current valid student ID card, you must be studying FULL time to qualify for a student membership. (The ID shown must be valid for the length of the membership that is being purchased.)

3.2 Proof of eligibility for students/staff and concessions is required at the time of joining and when renewing any membership.

Concession plus is available for 60+, spouse of Lancaster students/staff and disabled users.

3.3 Currently there are no joining fees associated with the memberships.

3.4 The Sports Centre reserves the right to refuse, cancel or suspend anyone's membership, and to refuse admission to any member or guest of a member where there are reasonable grounds for doing so.

3.5 The Off-Peak membership allows use of the gym, swimming pool, sauna and steam room and classes (including virtual workouts) Monday to Friday with last entry to the centre being 2.30pm and any time at weekends.

PLEASE NOTE: there are certain times within the off-peak memberships that facilities aren't available due to another activity taking place e.g. Swimming pool. Please visit [Swimming](#) for further details.

3.6 The peak membership allows you to use gym, swimming pool, sauna and steam room and classes (including virtual workouts) at any time, the centre is open.

3.7 A Rock/Racket Card allows you to use the climbing wall and racket sports. Please note there will be times the climbing wall is closed due to private bookings and no refund will be given.

3.8 For entry into any BUCS training session you must hold Red Pass or a membership at the appropriate level. This can be bought individually, or it is included in the 9month/Annual year membership.

4 Membership Payment

4.1 Memberships can be paid for either in full or by direct debit.

4.2 The minimum membership for staff, concession plus and public is 12 months.

4.3 The minimum membership for student memberships is either 9 months or 12 months depending on which membership you take.

4.4 Direct debt payments will be taken on the 17th of the month, and this cannot be changed

4.5 An initial pro-rata payment will need to be made when signing up. This fee covers you from the point of joining until your first Direct debit is received and is non-refundable.

4.6 Any queries regarding direct debit payments, charges or change in bank details please contact sports.memberships@lancaster.ac.uk

4.7 On completion of your membership contract you will go into a rolling contract until we receive notification you no longer require the membership. Any changes in price during the 12-month period will also be applied. After the 12 months if you are wishing to cancel your membership, you must give 28 days' notice.

4.8 Anyone wishing to request an early termination to their membership must do so by emailing sport.membership@lancaster.ac.uk and it will be considered by the management team.

4.9 Any member wishing to freeze their membership may do so for a minimum of one month and a maximum of 6 months. Memberships may only be frozen due to injury, long term illness, absence from the area (work related) and religious fasting. Memberships can't be frozen for holidays.

Please Note: This only applies to annual memberships and must be arranged **BEFORE** the freeze is required.

4.10 Membership fees will automatically increase on the 1st of August each year, which also includes an increase in the pay as you go prices.

5. General Conditions of Membership

5.1 Membership cards must be always brought; we operate a no card no entry policy. Anyone without their card would need to pay £3 for a temporary replacement card.

5.2 Memberships are non-transferable, and any membership card being used by anyone other than the authorised user will result in a minimum two-week ban. Any repeat offences will result in the cancellation of the membership and any fees will be forfeited.

5.3 Members must use their card on each visit to gain access.

5.4 Student/Staff of Lancaster University will have their membership assigned to their University ID card. Non-Students or students from another University will be issued with a separate card.

5.5 Members are required to have a photograph on their account for identification purposes only and this photograph will not be accessed by any third party.

5.6 Casual users must pay the appropriate fee to use the centre, which are found on our website.

5.7 The Sports Centre reserves the right to change the programme of activities, opening times and teaching personnel without prior notification. However, where possible, 7 days' notice will be given.

5.8 Upgrades of memberships will be permitted during the membership period, but downgrading your membership during your contract is not permitted.

6. Facilities

6.1. You are entitled to use the facilities available in your membership package, facilities outside of the membership must be paid for at the pay as you go rate.

6.2 The Sports Centre may change the centre opening times or withdraw any of the facilities at any time if we need them for events, tournaments, exhibitions, or activities.

6.3 The Sports Centre may need to close a facility or part of it for repair/refurbishment. We reserve the right to do this for up to two weeks without compensation being offered.

6.4 Group exercise classes may on occasion be cancelled when we are unable to find cover, we will look to replace the class with a virtual class.

6.5 Having a membership does not give you priority over other users or guarantee the availability of facilities.

6.6 Any promotions that the Sports Centre may offer does not apply to existing members.

6.7 Customers will be able to make bookings up to 7 days in advance.

6.8 All court bookings include set up and take down within the allocated slot for the booking.

6.9 Having a membership does not guarantee admission to classes; places must be booked in advance to ensure access. The minimum age for group exercise classes is 16 years.

6.10 Users will not be allowed entry to fitness classes if they arrive more than 5 minutes after the class start time.

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6.11 If users cannot attend a class, they are expected to cancel their booking at least 2 hours before the class start time. Cancellations can be made via the online booking system, in person or by calling Reception on 01524 510600. If users fail to cancel class bookings in the allotted time, a strike will be issued on their account. If three strikes are issued within a 28-day period, the right to book any classes is removed for 7 days following the last strike.

6.12 Bookings are non-transferable and photo ID may be requested when you arrive for your booking.

6.13 Members may only book one facility/activity at the same time and booking of consecutive courts is not permitted. If this occurs the second court will be cancelled without any prior notification. A warning will be given, and consistent breaking of this rule will result in a minimum two-week ban.

6.14 anyone wishing to use the gym must read and agree to the health commitment statement; any changes in a person's health should be reported to the sports centre.

6.15 Appropriate clothing and footwear must be always worn when using the facilities this includes appropriate gym shoes, trainers or lifting shoes (no Crocs are allowed) and non-marking trainers in the sports hall and squash courts.

6.16 All facility rules must be adhered to, and these can be found on the website, outside the area of use and copies can be requested. Failure to comply to the rules of the facilities can result in your membership being terminated.

6.17 To use the climbing wall all beginners must complete a series of lessons before they are signed off and classed as a competent climber by an instructor.

6.18 Experienced Climbers must complete a registration form, which must be signed off by the instructor. If the instructor is not satisfied with the competency of an individual, they can request they undertake the beginner's class.

6.19 All Climbing wall rules must be adhered to. These can be found on the website, in the climbing wall or requested from the climbing wall Manager. Failure to comply to the rules of the climbing wall can result in your membership being terminated.

6.20 The correct swimwear must be worn while in the swimming pool for further information regarding this please see the swimming pool rules and regulations.

6.21 Lockers are available for customers to use subject to availability. The Sports Centre reserves the right to open lockers without permission if lockers have not been emptied at the end of the day.

6.22 Any lost property will be held for a reasonable period, dependent on storage. After this period unclaimed items will be disposed of.

Contact

If you have any queries or complaints relating to your membership or this agreement, please email sport.membership@lancaster.ac.uk or phone (01524) 510600.

Please read and carefully consider the terms and conditions before buying your membership. By taking out a membership you are agreeing to these terms. In agreement to this document, the applicant accepts the contents completely and agrees to be bound by them.

Lancaster University Sports Centre reserves the right to amend these terms and conditions by issuing 30 days' notice of the alterations to members.

I wish to be added to the Sport Lancaster emailing list Tick Box ()

I confirm I have read, understood, and agree with the terms and conditions outlined. Tick Box ()