Sports Centre Membership
Terms and Conditions

• **Membership Cards**
  o Please carry your membership card (University ID card for students and staff) with you at all times when visiting the Sports Centre to gain access through the turnstiles. Community Members please retain the card issued to you on first application, as new cards are not issued on renewal.

• **Digital photograph (Community members only):**
  o All new Community Members must agree to have their photograph taken at Reception. Your photograph will be used ONLY for identification purposes in connection with your membership and for no other purpose.

• **Sports Centre Memberships**
  o **Memberships are non-transferable.**
  o **Memberships are non-refundable**

• **Facility availability**
  o The Department of Sport and Exercise (DSE) is committed to providing facilities for the Athletic Union clubs. Facility availability during semester time will therefore be limited at peak times.

• **Footwear**
  o Appropriate and clean footwear is essential in all indoor activity spaces and on the all-weather facilities.

• **Health and safety**
  o All members should have read the PAR-Q available at the bottom of the document, online and at reception. If you are in any doubt please obtain medical advice before using any of the facilities.
  o To ensure the safety of our members all new fitness suite users, who have never used gyms before, must complete an introductory gym session. If however, you are already a regular gym user and only want access to the facility to complete your own workouts, then an introductory session is not required. To ensure the wellbeing of our members and to ensure best practice is being followed, a short Health and Safety Induction is required. This must be carried out prior to using the facility.

• **Medical Information**
  o It is your responsibility to inform us of any existing medical conditions and of any changes to you or your children’s medical information, so that our records are up to date. If there are any changes to your medical information please let us know as soon as possible.

• **Personal property**
  o Neither the University Court of the University of St Andrews nor the Department of Sport and Exercise will be responsible for the loss of members’ property whilst use is made of the Sports Centre or related facilities.

• **Personal information**
  o The information we hold about you will not be passed on to any other organisation. We may, however, use it to contact you about future promotions and events at the Sports Centre. If you are NOT willing to receive this information, please advise us by email at sport@st-andrews.ac.uk.

• **Communication**
  o We will occasionally send communications out to members by direct email, phone or text message regarding relevant news and information, such as class updates/changes and facility status.
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• Fitness Class Attendance
  o For health and safety reasons, class receipts should be collected (from reception staff or self-service kiosks) at least 5 minutes prior to the class start time. Receipts must be handed to the instructor. Strictly no entry without a valid receipt.
  o Late arrival to a class may result in the refusal of admission by the member of staff or instructor.

• Horizons (online bookings)
  o Horizons is our online booking facility. Students and staff at the University of St Andrew do not need to register, please use your normal username and password. For community or Junior Saints members, please register on Horizons and create a username and password. You will need your membership number to hand.
  o Members will be able to search for and book:
    ▪ Facilities up to 14 days in advance (Fitness+ members).
    ▪ Classes up to 2 days in advance
    ▪ All Junior Saints weekly classes, holiday camps and Saints Sport golf lessons will be available to book more than 14 days in advance.
  o If a search on Horizons returns a result of no classes are available, please contact reception. The class will usually still be running but places may have been limited to pay/enrol at reception only.

• Cancellations & No shows
  o Failure to turn up for a booked facility or class space (which was free of charge due to your Fitness+ membership) will result in a no show fee of the same value as a non-member drop in fee, being added to your account. Cancellations later than 24 hours for facility bookings, and 2 hours for classes, will be treated as a "no show" and charged accordingly.
  o Entry to the Sports Centre will be prohibited until the No Show fine has been paid.
  o Any activity, classes and courses that you have booked and wish to cancel, must be cancelled by contacting reception, in person or phone. Bookings made online via Horizons can be cancelled through your Horizons account.
  o Saints Sport reserves the right to change any class/course at any time prior to the start. We will endeavour to provide as much advance warning as possible.
  o Saints Sport reserves the right to cancel any class/course at any time prior to the start. In the event of cancellation Saints Sport will provide as much advance warning as possible.

• Payment and Refunds
  o Any classes and courses booked must be paid for (if applicable) at the time of booking.
  o Refunds for classes and courses are only given in exceptional circumstances, at the discretion of Saints Sport. All refunds will be pro-rata.
  o Refunds for Personal Training sessions are offered strictly on a discretionary basis and will only be granted if a medical condition prevents continuation of the programme. A doctor’s note will be required.

• Personal Training
  o Personal training sessions are booked directly with the personal trainer. 24hrs notice must be given when cancelling, failure to do so will result in the client being charged for the session.
  o Personal Training sessions and blocks expire six (6) months from the date of purchase, no refund will be given if this time lapses.
  o Personal Training tickets and blocks are purchased from Saints Sport and are not purchased with specific trainers. Should a trainer no longer be working with the facility, an alternative trainer will be offered for outstanding sessions.
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• General
  o The Department of Sport and Exercise reserves the right to:
    ▪ Alter the regulations without prior notice.
    ▪ Amend advertised charges without prior notice.
    ▪ Suspend or withdraw any membership card for violation of the terms of membership and/or conditions of use of the facilities, and/or as requested by the University.
    ▪ Alter class programmes as and when required.

*Initial Right to Cancel
You have the right to cancel a Sports Centre membership contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day of the conclusion of the contract (submission of the application and payment). To exercise the right to cancel, you must inform us [University of St Andrews Sports Centre, St Leonards Road, St Andrews, Fife KY16 9DY, email sport@st-andrews.ac.uk] of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email).

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the 14-day cancellation period has expired. Please note that where you exercise your right to cancel within the 14-day cancellation period, the effective cancellation date, being the date when your membership expires, can be no later than the last day of the 14-day cancellation period.

Effects of Initial Cancellation
If you cancel the membership contract within the initial 14-day period, we will reimburse to you all payments received from you. We will make the reimbursement without undue delay and not later than 14 days after the day on which we are informed about your decision to cancel this contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. If you requested to begin the performance of services during the cancellation period (i.e. if you have used the Sports Centre membership during the initial 14-day period), you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

Subsequent Right to Cancel
Please note that if you do not cancel your contract within the initial 14-day cancellation period as set out above, your membership will continue until the next expiry of your contract. We will contact you prior to the expiry of your contract to ask you to confirm whether you wish to renew your membership or not.
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Physical Activity Readiness Questionnaire (PAR-Q)

- Regular physical activity is fun, healthy and increasingly more people are starting to become active every day. Being more active is very safe for most people. However, some should check with their doctor before they start.
- If you are planning to become more physically active than you are now, start by answering the seven questions below. If you are between the ages of 15-69, the questionnaire will tell you if you should check with your doctor before you start. If you are over 69 years of age, and you are not used to being active, check with your doctor.

- **Common sense is your best guide when answering the following questions.**
  - Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor?
  - Do you feel pain in your chest when you do physical activity?
  - In the past month, have you had chest pain when you were not doing physical activity?
  - Do you lose your balance because of dizziness or do you ever lose consciousness?
  - Do you have a bone or joint problem that could be made worse by a change in your physical activity levels?
  - Is your doctor currently prescribing drugs (for example, water pills) for your blood pressure or a heart condition?
  - Do you know of any other reason why you should not do physical activity?

- If you answered YES to one or more questions:
  - Talk with your doctor by phone or in person before you start becoming much more physically active or before you have a fitness appraisal. Tell your doctor about this questionnaire and which question(s) you answered YES.
  - You may be able to do any activity you want – as long as you start slowly and build up gradually, or you may need to restrict your activities to those that are safe for you. Talk with your doctor about the kinds of activities you wish to participate in and follow his/her advice.

- If you answered NO honestly to all questions:
  - You can be reasonably sure that you can start becoming more physically active - begin slowly and build up gradually. This is the safest and easiest way to go.
  - Delay becoming more active if:
    - You are not feeling well because of temporary illness such as cold or fever – wait until you feel better.
    - You are or may be pregnant – talk to your doctor before you start becoming more active.
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Fitness Suite Terms and Conditions

• Gym Inductions
  o Free weight inductions are also available on request and are designed to inform our members of the many benefits obtained when lifting with free weights.
  o It is the responsibility of each individual gym user to ensure they have completed a PAR-Q, and have read and agree to the Terms and Conditions of facility use, prior to using the fitness suites.
  o Gym membership allows full use of the fitness suites, this does not include access to the Performance Suite.
  o If further information is required, or if you would like to book an induction, please contact our fitness team.

• Cardiovascular Suite (CV suite)
  o Please ensure the equipment is used for the purpose for which it is intended.
  o All non-essential belongings must be placed in a locker and not taken into the fitness suites (bags, jackets, boots etc.)
  o The use of dumbbells on the machines is not permitted, we recommend performing CV exercise and resistance training exercise separately, for best results.
  o We ask that you wipe down the equipment after use, to avoid transferring germs, and to preserve equipment longevity.
  o During busy times, you may be asked to limit your CV workout to 30 minutes (on any one piece of equipment).
  o Mobile phones should only be used for listening to music; telephone calls must be taken outside of the gym.

• Fixed Weights Room
  o Please ensure the equipment is used for the purpose for which it is intended.
  o We ask that you wipe down the equipment after use, to avoid transferring germs, and to preserve equipment longevity.
  o To ensure all members can optimise their workouts, please allow other members to ‘work-in’ during your rest periods - do not ‘claim’ a machine for the duration of your workout.
  o Mobile phones should only be used for listening to music; telephone calls must be taken outside of the gym.

• Free Weights Room
  o Appropriate footwear must be worn at all times including when deadlifting and squatting. We recommend purchasing a pair of deadlift slippers or something similar.
  o The walls in the fitness suites are for hanging pictures and dividing rooms, they are not for handstand push ups or putting your feet on to stretch.
  o All free weights and free weight equipment must be handled with care; failure to do so may result in injury.
  o Storing away bars and plates is your responsibility; please ensure you leave the area you are using clean and tidy.
  o Mobile phones should only be used for listening to music; telephone calls must be taken outside of the gym.
  o All exercisers should demonstrate safe and effective practice. If a member of staff deems a lift to be unsafe, you may be asked to modify your workout.
The lifting platforms have been installed to allow members to barbell squats, deadlifts and perform some Olympic lifts safely. These lifts should only be carried out on the platforms provided. It is not safe or effective to be performing these lifts outside a lifting platform.

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- Olympic lifts should only be performed in this room by competent lifters who can demonstrate safe and effective technique, including the ability to control the bar in the event of a missed lift.
- Dumbbells or barbells should not be dropped onto the wooden inserts of the lifting platforms.
- Barbells must be stored in the racks and not propped up against a wall.
- To ensure all members can optimise their workouts, please allow other members to ‘work-in’ during your rest periods - do not ‘claim’ a station for the duration of your workout.

• Stretch and Core
  - This room is primarily for stretching and core strengthening exercises.
  - Equipment in this room should not be removed and taken into another room. Likewise, equipment from another room should not be taken into this room.
  - Please report any damaged or faulty equipment to a staff member straight away.
  - A member of staff will regularly patrol the fitness suites to ensure the terms and conditions are adhered to.
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Informed Consent

- When using the fitness facilities, including viewing fitness videos, you must be aware that the terms and conditions are in place to ensure best practice is followed and that these terms and conditions are in place to ensure all members are treated fairly, and the facility equipment remains in the best possible state. Failure to comply with the facility terms and conditions may result in termination of your membership.
- I assume all risk for my health and well-being and hold harmless of any responsibility, the instructor, facility or any persons involved with my exercise sessions. I am aware of the Fitness Services that are available within the facility and online and I understand that questions about exercise procedures and recommendations are encouraged and welcomed by all staff.
- I understand that I can obtain guidance on the safe and effective use of equipment and facilities fitness training videos, and I know I can contact a member of staff at any point to answer any questions I may have.
- I certify that I have honestly answered NO to the questions outlined on the following Medical History (PAR-Q). I understand and agree that it is my responsibility to inform a member of the facility staff of any conditions or changes in my health, now and on going, which might affect my ability to exercise safely and with minimal risk of injury.
- I understand that I am not obligated to perform nor participate in any activity that I do not wish to do, and that it is my right to refuse such participation at any time during my exercise sessions. I understand that should I feel lightheaded, faint, dizzy, nauseous, or experience pain or discomfort, I am to stop the activity immediately. I give the staff of the facilities I train in permission to seek emergency medical services for me should I become injured or ill with the understanding that I am responsible for any expenses incurred.