

# UNIVERSITY RECREATION WELLINGTON FULL PAYMENT MEMBERSHIP TERMS AND CONDITIONS:

## PLEASE READ CAREFULLY

*This Membership Agreement is between the Member (you) and University Recreation Wellington (we, us).*

### Contact options

For all queries regarding your direct debit membership with University Recreation Wellington please contact us via the following channels:

- By phone to 04 463 6614
- By email to [university-recreation@vuw.ac.nz](mailto:university-recreation@vuw.ac.nz)

## 1.0 USE OF THE FITNESS FACILITIES

- 1.1 Your membership gives you the right to use the fitness facilities at Kelburn and Pipitea during normal opening hours on the terms of this Agreement (conditional on your type of membership i.e. "Fitness Studio", "Group Exercise Classes", or "Combo"). It does not cover additional costs like food or drink, special classes or personal training, which you must pay for separately.
- 1.2 We will take all reasonable care to ensure that facilities are available during normal opening hours, but at times circumstances beyond our control may mean that equipment or services are unavailable.
  - 1.2.1 The Group Exercise timetable is subject to change. Please note there will be a reduced timetable during our Off-Peak periods.
  - 1.2.2 University Recreation Wellington is closed for public and university holidays.
  - 1.2.3 University Recreation Wellington has reduced hours during our Off-Peak periods.
- 1.3 Members of the Fitness Studio **MUST SWIPE** their ID cards on every occasion to gain entry to either the Kelburn or Pipitea Fitness Studios. Failure to do so may result in your membership being terminated. Group Exercise members must be able to produce their ID card with membership sticker to gain entry into classes.
- 1.4 Members who lend their ID card to another person for use, or provide access to the facility to others, may have their membership suspended and/or terminated by the University.
- 1.5 At any time whilst in the facility staff may request that you produce your membership card.
- 1.6 Appropriate clothing and footwear must be worn when in the Fitness Studio or Group Exercise Classes.
- 1.6 All fitness members must be 16 years or older.

## 2.0 FEES AND PAYMENTS

- 2.1 After the agreed term, your memberships will terminate.

## 3.0 RULES AND PROCEDURES

- 3.1 You must comply with University Recreation Wellington's rules and guidelines at all times while using the fitness facilities. These rules and guidelines may change from time to time. Rules and guidelines can be viewed in the Fitness Studio and Group Exercise spaces at both Pipitea and Kelburn.
- 3.2 You must not carry out any illegal acts on University Recreation Wellington premises
- 3.3 You must comply with all health and safety requirements.
- 3.4 You must respect staff and other users.
- 3.5 Photography is not permitted within the facility without permission from University Recreation Wellington staff.
- 3.6 Fitness facilities are for personal use only. You must not provide training to a third party (members or otherwise) within the facilities.

## 4.0 TERMINATIONS, HOLDS AND TRANSFERS

- 4.1 **Termination by you:** You cannot terminate your membership except in exceptional circumstances. If exceptional circumstances are met a processing or administration fee may apply.
- 4.2 **Termination by us:** We may terminate your membership immediately if you carry out any activity that is illegal, offensive, dangerous to other people or to you, or if you act in serious breach of facility rules. If we terminate because of your actions, we will not be liable to you in any way.
- 4.3 In the event your membership is terminated, it is at the University's sole discretion, taking into consideration the circumstances for termination, as to whether any refund of unused membership will be refunded to you.
- 4.4 **Membership hold:** You can suspend your membership for a minimum of 2 weeks and a maximum of 16 weeks on two occasions during each 12-month period of your membership. When the stated hold period or maximum 16 weeks has passed, the membership will automatically be restarted. Holds are not valid for Membership Specials.
- 4.5 **Membership transfer:** Memberships may not be transferred.
- 4.6 **Cooling off Period:** You can cancel your Membership Agreement during your Cooling-Off Period.
  - In this Membership Agreement "Cooling-Off Period" means five (5) business days from the date you activate your Membership Agreement by completing University Recreation Wellington's membership sign up process
  - If you cancel during the Cooling-Off Period, we will then cancel your Membership Agreement and refund you:
    - Full payment members – your total membership fee, less a \$15 administration fee
    - Direct debit members – your first direct debit payment, less the \$15 Debit Success signup fee.

## 5.0 GENERAL

- 5.1 Your copy of this agreement can be found on our website.

5.2 You may have other rights under the Consumer Guarantees Act or other consumer law.

5.3 It is your responsibility to use the fitness facilities safely and to take care of your own property. Personal injury by accident in New Zealand is covered by the Accident Compensation Act.

5.4 It is your responsibility to ensure you are fit to engage in physical activity and have notified us of any medical conditions that may impact your ability to exercise safely.

5.5 The University reserves the right to remove members from any Recreation facilities or cancel their membership if any of these rules or any Victoria University of Wellington policy (including but not limited to Staff or Student Conduct Policies) are breached.

5.6 Public spaces within University Recreation are under security camera surveillance.

5.7 Please note, when joining University Recreation Wellington, it is the responsibility of the member to ensure the fitness facilities are satisfactory to their needs.

5.8 University Recreation reserves the right to include your name on our Most Active monthly members leaderboards, displayed in our Fitness spaces and member newsletters. If you do not wish to have your name included on these lists, please email [university-recreation@vuw.ac.nz](mailto:university-recreation@vuw.ac.nz)



clubs

sports

fitness