

Filling in your membership application:

All applications for membership must be made on a Mardyke Arena Membership Form.
All membership forms must be completed in full including name, address, date of birth, contact telephone numbers and email address.

Identification

If you are applying for a discounted membership e.g. UCC staff, Over 55 or Over 65, you must provide a valid form of identification e.g. photo id and date of birth.

Guests

As a member you are permitted to bring up to 2 guests with you at any time at the following charges: Adult guests €10 and Child guest €6

Direct debit (DD) forms

DD forms must be signed and completed in full i.e. bank account number (Irish current accounts only) and sort code bank postal address must be provided and be correct.

Forms must be submitted with membership application.

You may pay by cash, cheque or credit card (most major cards are accepted)

If you wish to apply for a direct debit / *payroll membership you *must* pay the first instalment of the membership upfront. Each subsequent month will be debited from your bank account / payroll

* Payroll option applies only to those on the UCC payroll.

If you are a Direct Debit member...

Direct debit is a continuous membership; therefore, there is no need to renew your membership as it will continue to run until cancelled by you. However, in the event of a price increase you will be informed on the anniversary of your join date that the new rates now apply to you.

Direct debit rejections

If your direct debit is rejected you will be informed in writing.

Rejected direct debit payments will be re-applied to your membership account along with a bank fee of €3.30 and will result in your card not allowing entry through the turnstiles.

This can be rectified by paying the outstanding amount at reception on your next visit to the facility.

Payment can be made by cash/cheque/credit card.

Please note that if two direct debit payments in a row are rejected the membership will be frozen and you should contact the membership administration dept to rectify the matter.

In the event of your bank not processing your direct debit payments you may be required to resubmit your details to the membership office.

Payments

Direct debit payments will be processed on the 17th of each month (or nearest banking day).

To ensure the process of your direct debit payments runs smoothly please ensure you have the adequate funds in your account each month.

If you are paying membership in full you should ensure that payment is made before the renewal date stated in their renewal letter.

This will ensure your card will not be stopped at the turnstile.

Freezing

You are permitted to request the freezing of your membership if you find yourself in a situation where you are unable to use the facility for an extended period of time e.g. pregnancy or illness.

All requests for freezing must be made in writing and will be considered on an individual basis.

Freezing your membership is a service that applies to annual and direct debit memberships only and is not applicable to short term memberships.

Membership Cancellations

If you wish to cancel your membership you are required to do so in writing, giving one month's notice, by submitting your instruction for the attention of the membership office.

Direct debit members are advised to instruct their bank to cancel their direct debit mandate as the Mardyke Arena UCC has no authority to do so.

Renewals – Payment in full only

What the Mardyke will do!

When your membership is due for renewal you will receive notification in writing from us, at least two weeks before your renewal date. Upon renewal you will receive notification of the fee for the next year and also a renewal form.

This renewal form will give you the option of changing any membership details e.g. address, telephone number, etc.

What you should do!

Return your completed renewal form (with payment) before your renewal date.

Changes to membership

If you wish to change your membership type, please contact the membership office. All such requests must be made in writing.

Change of contact details

Please inform membership administration of any changes to your contact details

Membership refunds

Please note that the membership fee is refundable when a written request is submitted no later than seven days after receipt of payment. After this time no refund will be made.

You may wish to consider submitting a written request to temporarily freeze your membership. For further details, please see the section on freezing.

Correct use of cards

You *must* use your membership card at all times in order to gain access to the centre. The following Access Options are available to all members:

Option 1. Automatic "Fast Lane" Direct Access (through turnstiles)

This access facility is available to you if you fulfil the following requirements:

- a) You are a fully paid-up member of the Arena; or your direct debit deductions are up to date
- b) You agree to use your membership card on each visit to the Arena;
- c) You have enrolled and provided your Biometric Template at reception for verification purposes; and
- d) You are over 17 years and have provided written consent to the requirement for retention of your biometric data.

How does it work?

At enrolment a scanner unit generates a digital image of the fingerprint. The recorded lines of one's finger, such as junctions, end points of print ridges, and minutiae, are transformed into columns of figures with the help of an algorithm.

Please note that no images of the biological fingerprints are stored but pure groups of figures. The algorithm does not allow the template to be converted into a biological fingerprint.

What do I do on each visit to the Arena?

- a) Present your membership card at the turnstile;
- b) Verify that you are the valid card holder by presenting your biometric image for verification purposes; and
- c) Automatic entry will now be available.

Option 2 Entry through Reception Desk Verification

This access facility is provided to you if you fulfil the following requirements but do not wish to have their Biometric Template recorded:

- a) You are a fully paid-up member of the Arena; and
- b) You agree to present your membership card to reception on each visit to the Arena.

What do I do on each visit to the Arena?

- a) Present your membership card at Reception for verification. Reception will verify that you are the owner of the card and that your membership is in-date and fully paid up by means of checking your membership records on computer before granting access
- b) Reception will upon verification of your membership details provide access to you. Please be patient as there may be a delay.

N. B. Please note that failure to present a valid membership card on each visit to the Arena may result in un-necessary long delays in gaining entry while reception verifies your membership details.

Lost / Stolen cards

It is the responsibility of you the member to ensure that all lost or stolen cards are reported to reception and replaced promptly. There is a €6 charge for the replacement of lost or stolen cards.

Abuse of cards

If you are found to be facilitating the unauthorised entry of another person your membership will be immediately terminated and all monies paid will be forfeited.

Car Parking

Parking is available for members for up to 3 hours while using the indoor facilities only. A release fee of €40 will be charged for illegally parked cars. Parking spaces are limited and parking is on a first come first serve basis. Management cannot guarantee parking spaces will be available at all times.

Crèche

Our drop-in Crèche facility is provided free of charge to Mardyke Arena members. The Crèche facility is available your child only when you are using the facilities of the Mardyke Arena and only when you are remaining on the premises. We can accept children from the age of 3 months old up to 4 years of age. We maintain strict ratios in accordance to Health Service Executive requirements. You may avail of this facility for up to 2 hours in any one day. **Please note that it is necessary to pre book your child into the crèche.** To book your child in please phone 021-4904780

Children

Up to two children under 17 years from the immediate family are allowed on a membership free of charge for pool only, subsequent children and those between the ages of 17-22 will be charged at the current advertised rates. Children 17 years and over are required to provide proof of being in full time education to be permitted on a family membership.

Children under 17 years of age are not permitted in the pool after 7.30pm. Children under 17 years of age are not permitted use of the Fitness gyms unless as part of a specific Arena program designed for the age group in question.

Biometric data will not be taken from members under 17years of age; to gain entry as a family it will be necessary to verify your membership at reception.

Members Conduct

In order that you have an enjoyable experience each time you visit the Mardyke Arena we ask you to comply with all rules and codes of conduct in the Arena, and to follow any and all instructions given by staff members.

Abusive behaviour towards another member or towards a Mardyke Arena staff member will not be accepted. Management reserve the right to refuse admission or to remove from the premises any person who exhibits such behaviour.

Please Note:

The management reserves the right to utilise the facilities for special events, private parties, seminars, tournaments or other events as determined by management.

On joining the Mardyke Arena UCC you automatically accept and agree to comply with these conditions of membership.

You further acknowledge that you have carefully read and understood the rules and regulations of the Mardyke Arena UCC and hereby undertake to abide by same.

You further understand that the terms of this agreement are to be read in conjunction with and in addition to the rules and regulations of the Mardyke Arena and in the event of any conflict between the above-mentioned terms and the rules and regulations; the terms of this membership agreement shall prevail.

Queries

If you have a query on your membership account, you can: Contact a receptionist who will leave a message for administration.

Or

Contact Emma or Grace on 021-4904764 (Office hours are between 9:30 – 5:30 Monday to Friday) Email: emma.foley@ucc.ie or g.daly@ucc.ie.