

Filling in your membership application:

All applications for membership must be made on a Mardyke Arena Membership Form which can be found on our website or from reception. 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, Over 65, Corporate or UCC Graduate you must provide a valid form of identification e.g. photo id and date of birth.

Card Printing

You will receive your card within 2/3 days after joining, these are collected at reception

Direct debit (DD) forms

DD forms must be signed and completed in full i.e. IBAN & BIC number & your postal address must be provided and be correct.

Forms must be submitted with membership application.

You may pay by 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 Staff 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 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

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 with your membership number & personal details.

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. This payment will be processed via bank transfer.

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

Covid-19 Precautions

Our facilities may only be used by our members by pre-booking timeslots online. Walk-ins & guests will not be possible at this time.

Download our Mardyke Arena App from your android / apple stores and follow the steps to register, accepting our terms & conditions or through our website at mardykearena.com.

Once verified, you may book time slots that suit you subject to availability

How to book a session on our app

Select Classes / Facilities,
Select your preferred area & time,
Click Book

How to book a session on our website

Select Book Facilities / Courses,
Login,
Select your preferred area & time,
Click Book

For Family Bookings, click the link

<https://page.landing.mobi/index.php?page=landing&id=391&token=5a4b25aaed25c2ee1b74de72dc03c14e>

Arrive shortly before your booking time and join the queue, a member of staff will check you in, please ensure you have your membership card with you as a no card or proof of booking will lead to no entry policy being implemented.

Sauna's & Steam rooms and Changing rooms for gym users are currently closed until further notice. We have locker rooms for which you may store your belongings, we recommend that you come ready and to leave valuables at home.

Cancelling a booking on our app

Click Bookings,
Click the activity you wish to cancel,
Click Cancel

Cancelling a booking on our Website

Click Profile (at top of web page),
Click Bookings,
Click the activity you wish to cancel,
Click Cancel

No Show Policy – 3 Strike Process

Failure to attend / Cancel a book session will result in a strike

The accumulation of 3 strikes will mean that you cannot book the facility for 2 week period, you will receive an email notifying you that you have received 3 strikes and the date you will be able to book the facilities again

1st Offence – 3 strikes – no access to the arena for 2 weeks

2nd Offence – next 3 strikes – no access to the arena for 4 weeks

3rd Offence – next 3 strikes – no access to the arena for 6 weeks

Direct Debit will continue during membership suspension

There is no movement between gyms permitted.

Face Coverings must be worn at all times whilst queuing and moving through the arena

Correct use of cards

You *must* always use your membership card in order to gain access to the centre. As a no card, no entry policy has been implemented.

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

- You are a fully paid-up member of the Arena; or your direct debit deductions are up to date
- You agree to use your membership card on each visit to the Arena;
- Present your membership card at the turnstile;

Lost / Damaged / Stolen cards

It is the responsibility of you the member to ensure that all lost, damaged or stolen cards are reported to reception and replaced promptly. There is a €6 charge for the replacement of lost, damaged 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 90 minutes while using the indoor facilities only. 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.

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.

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.