

TERMS & CONDITIONS



Mardyke Arena
UNIVERSITY COLLEGE CORK

1. Membership Application:

- All membership applications must be submitted using the Mardyke Arena Membership Form available on our website or at reception. Complete all required fields to avoid delays in issuing your access card. Membership begins from the date of purchase.

2. Identification:

- For discounted memberships (e.g., UCC staff, Senior, Corporate), valid identification must be presented at sign-up.

3. Membership Card:

- Cards are issued within 2-3 days after joining and must be collected from reception. Always bring your card to access the facility. Misuse of your card may result in your membership being terminated without a refund.

4. Payment Options:

- Payments can be made by debit, credit card, or exact cash. For direct debit (DD) memberships, the first three instalments are due upfront. Subsequent payments are debited monthly.
- Direct debit is continuous until cancelled by you. Any price increase will be communicated on your membership renewal.

5. Direct Debit Issues:

- If a payment is rejected, you will be notified in writing, and a €3.30 bank fee will be added. Membership access will be suspended until payment is made. Repeated rejections will result in membership freezing, requiring contact with the membership office. Repeat rejections may result in membership termination.

6. Freezing Membership:

- Membership can be frozen for a maximum period of 6 months for medical purposes only upon receipt of medical certificate. Requests must be made in writing, giving one month's written notice to the membership office at membership@ucc.ie.

7. Membership Cancellation:

- To cancel, you must submit a written request with one month's notice. Refunds are not provided for cancellations within the minimum term. Direct debit members should also instruct their bank to cancel the mandate. Submissions can be sent to membership@ucc.ie
- The Mardyke Arena UCC reserve the right to update and/or amend the terms and conditions as necessary without prior notice. Members are requested to adhere to the Membership Terms and Conditions at all times. We reserve the right to cancel any membership at our sole discretion and without paying compensation.

8. Renewals:

- Membership renewals are notified in writing two weeks before expiration. Complete and return the renewal form before your renewal date, with payment to avoid cancellations.

9. Changes to Membership:

- For changes in membership type or contact details, submit a written request one month in advance to membership@ucc.ie.



10. Cooling Off Period:

- If you have purchased the membership online or by some other remote means, for example via telephone, you are entitled to a 14-day “cooling off” period, from the date you signed up and paid for membership, during which you can cancel your membership. Should you wish to cancel your membership during this cooling off period, please return your membership card to Mardyke Arena. If you have not used your membership a full refund will be made to you. If membership has been used, a pro-rata refund will be made to you.

11. Facility Access:

- Use your membership card for entry. Unauthorised card use will result in membership termination. Last entry is 10 pm on weekdays and 6:30 pm on weekends.

12. Children:

- Specific rules apply for children’s access to facilities. Children under 17 must be supervised, and restrictions apply to pool usage after certain hours.

13. Member Conduct:

- Members must adhere to all rules and instructions from staff. Abusive behaviour will lead to immediate termination of membership.

14. Facility Usage:

- The Arena may be used for special events at management’s discretion.

15. Personal Belongings:

- The Arena is not responsible for lost or damaged property. Members bring personal items at their own risk.

16. Health and Safety:

- Ensure you are physically capable of participating in activities. Seek medical advice if you are unsure.

17. CCTV

- The Arena has CCTV in operation across the facility for the safety & security of our customer & staff. We comply with CCTV and GPDR policies. CCTV policy available to view from our website.

18. GDPR:

- Your data is collected and stored per our GDPR policies which are available to view on our website

By joining the Mardyke Arena UCC, you agree to these terms and conditions. Failure to comply may result in membership termination.