

## Membership Terms & Conditions

### 1. Membership Application

- All membership applications must be submitted using the Mardyke Arena UCC 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

- Your photo will be taken, and your membership card will be printed within 2–3 working days (Monday to Friday) after you join. Cards must be collected from Reception.
- Always bring your card to access the facility (*Reference abuse of cards sections*).

### 4. Payment Options

- Payments can be made by debit, credit card, or exact cash.
- For direct debit (DD) memberships, the first three monthly instalments are due upfront. Subsequent payments are debited monthly.
- Direct debit must be cancelled by the customer directly with their bank, if not the DD will continue.
- Prices are reviewed annually and any price increase will be communicated on your membership renewal.
- Payments are taken from the customer's account on the 17<sup>th</sup> of each month or nearest working day (Mon-Fri).

### 5. Direct Debit Issues

- If a payment is rejected, you will be notified in writing, and a €3.30 bank fee will be added to your outstanding balance.
- Membership access will be suspended until payment is made in full.
- Repeat rejections will 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](mailto: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. Reference section 10 for cooling off periods.
- Direct debit members should also instruct their bank to cancel the mandate.
- Submissions can be sent to: [membership@ucc.ie](mailto:membership@ucc.ie)

## 8. Renewals

- Membership renewals are notified in writing one month 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](mailto:membership@ucc.ie)

## 10. Cooling Off Period

- 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 UCC and submit written request for cancellation to [membership@ucc.ie](mailto:membership@ucc.ie) and a full 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, 6:30 pm on weekends and 5:30pm on Bank Holidays.

## 12. Children

- Children under 17 must be supervised and are only allowed in the pool area.
- Restrictions apply to pool usage after certain hours. See website for more details.

## 13. Member Conduct

Members must comply with all facility rules, signage, and reasonable instructions from staff at all times. Membership may be terminated immediately and without refund for any of the following:

- Abusive, threatening, or aggressive behaviour directed at staff, members, or guests
- Conduct that poses a risk to the health, safety, or wellbeing of any person on the premises
- Theft, vandalism, or wilful damage to facility property or the belongings of others
- Misuse of any facility equipment, pool areas, or designated spaces
- Providing false information at the time of membership application or renewal
- Allowing a third party to use your membership card or access the facility
- Conduct that brings Mardyke Arena UCC into disrepute, whether on or off the premises, including on social media
- Any breach of the Respect and Dignity Policy (Section 19)
- Any breach of the No Card, No Entry Policy (Section 20)
- Violation of any applicable law while on the premises

Please refer to our website for detailed gym and pool codes of conduct, including information specific to each area.

#### **14. Facility Usage**

Mardyke Arena UCC may be used for special events at management's discretion.

#### **15. Personal Belongings**

Lockers are provided throughout the facility for the safekeeping of personal belongings during your visit. Members are strongly encouraged to make use of these lockers. Mardyke Arena UCC is not responsible for lost, stolen or damaged property. Members and guests who choose not to use the provided lockers do so at their own risk.

#### **16. Health and Safety**

The health, safety, and wellbeing of all members and guests is of paramount importance to Mardyke Arena UCC. All customers are required to ensure they are in a suitable physical condition to safely participate in any activity they choose to undertake at the facility.

#### **Member Responsibility**

- It is the sole responsibility of each member to assess their own fitness and physical capability before engaging in any activity, class, or use of equipment at the facility.
- Members must seek appropriate medical advice from a qualified healthcare professional before commencing any exercise programme if they have any

pre-existing medical condition, injury, illness, disability, or have been inactive for a prolonged period.

- Members must inform staff or instructors of any relevant medical condition, injury, or physical limitation prior to participating in classes or supervised activities.
- If you feel unwell, dizzy, short of breath, or experience any pain or discomfort during exercise, you must stop the activity immediately and notify a member of staff.

### **Facility Guidelines**

- All members must follow the health and safety guidelines posted throughout the facility and adhere to instructions provided by staff at all times.
- Equipment must be used only for its intended purpose and in accordance with any instructions provided. Members who are unsure how to use any equipment should seek guidance from a member of staff before use.
- Any accident, injury, or near-miss occurring on the premises must be reported to a member of staff immediately so that it can be recorded and, where necessary, appropriate action taken.

### **17. CCTV**

Mardyke Arena UCC has CCTV in operation across the facility for the safety and security of our customers and staff. We comply with CCTV and GDPR policies. CCTV policy available to view from our website.

### **18. GDPR**

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

### **19. Respect and Dignity**

Mardyke Arena UCC is committed to providing a safe, welcoming, and inclusive environment for all members, guests, and staff. All individuals using the facility are expected to treat others with respect and dignity at all times, regardless of age, gender, race, ethnicity, nationality, religion, disability, sexual orientation, or any other characteristic.

The following behaviours are strictly prohibited and may result in immediate membership termination without refund:

- Verbal, physical, or written harassment, abuse, or intimidation directed at staff, members, or guests
- Discriminatory language, conduct, or behaviour of any kind
- Bullying, threatening, or aggressive behaviour, whether in person, online, or via any communication channel referencing Mardyke Arena UCC or its community

- Any conduct that causes distress, discomfort, or harm to another person within the facility or in connection with its use
- Recording or photographing other members, guests or staff without their explicit consent

Members who witness or experience any form of disrespectful or inappropriate behaviour are encouraged to report it to a member of management immediately. All reports will be treated confidentially and investigated promptly.

Mardyke Arena UCC reserves the right to take any action it deems appropriate in response to a breach of this policy, including suspending access or terminating membership.

## **20. No Card, No Entry Policy**

Mardyke Arena UCC operates a strict No Card, No Entry policy. All members must present a valid, active membership card upon each visit to gain access to the facility. This policy applies at all times and without exception.

### **Presentation of Card**

- Members must carry their membership card on their person at all times while on the premises and must present it upon request by any member of staff.
- Membership cards must be presented at the point of entry and scanned successfully before access is granted.

### **Forgotten or Misplaced Cards**

- It is the sole responsibility of the member to ensure they bring their card to every visit.
- In the event of a lost or damaged card, members must contact reception as soon as possible to arrange a replacement. A replacement card fee will apply.
- Replacement cards are subject to the same process as outlined in Section 3.

### **Card Sharing and Misuse**

- Membership cards are strictly non-transferable and may only be used by the named cardholder.
- Any attempt to share, lend, or transfer a card to another individual — whether a member or non-member — may result in immediate termination of membership without refund.
- Mardyke Arena UCC reserves the right to retain any card that is being used fraudulently or in breach of these terms.

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