

GENERAL TERMS AND CONDITIONS, ERASMUS SPORT (Version: February 2019)

1 Access

- 1.1 Access to the Erasmus Sport Center is possible only with a valid Erasmus Sport Pass (hereinafter referred to as 'the **sport pass**').
- 1.2 Access to the fitness is possible only with a valid fitness surcharge on the standard sport pass.
- 1.3 The sport pass contains a photograph and is non-transferable.
- 1.4 You pay a deposit of €5 for the sport pass, which will be refunded when you hand in the pass.

2 Validity

- 2.1 You can use the sport pass from the date on which it is purchased, and thereafter activated at our service desk. Erasmus Sport offers different terms for the sport pass.
- 2.2 Erasmus Sport does not charge a registration fee and does not apply a cancellation term. The sport pass expires automatically.
- 2.3 Interim cancellation of the sport pass is not possible.

3 Registration/Payment

- 3.1 The price of the sport pass depends on the type of card and the term.
- 3.2 You pay subscription costs in full at once, after which the sport pass will be activated. Payment in instalments is not possible.
- 3.3 Repayment of (part of) the sport pass fee is not possible.
- 3.4 Registration and payment can take place at the service desk in the Erasmus Sport Center or via the Erasmus Sport web shop.
- 3.5 Payment can be made at the service desk in cash or debit card, or with credit card. Payment in the web shop can be made by iDeal.
- 3.6 In order to check that an applicant is a student or employee of Erasmus University or other educational institute, Erasmus Sport may require proof of registration, a student card or the employment contract.
- 3.7 Erasmus Sport uses personal data for administrative or communicative purposes only.

4 Access control

- 4.1 Always scan your sport pass at the entrance system when you enter the Erasmus Sport Center.
- 4.2 If you forget your sport pass, service desk employees may decide to grant you access on one occasion only. If you forget your pass more than once, you must buy a day pass in order to enter.
- 4.3 If your sport pass is lost or damaged, you can buy a replacement for €2.50 excl. deposit. The original pass loses its validity and the deposit for the unusable sport pass is lost.
- 4.4 No administrative costs are charged in the event of theft, provided that the applicant can show evidence of the theft with proof of a report to the police.
- 4.5 In case of lost or theft of the sport pass, the user is responsible for announcing this as quickly as possible to Erasmus Sport service desk. If the sport pass is used in the meantime, this counts as abuse and the sport pass will be confiscated.

5 Abuse

The sport pass is strictly personal. In the event of abuse, Erasmus Sport has the right to confiscate the sport pass, temporarily or permanently. The same applies in the case of inappropriate behaviour or infringement of the house rules. No refunds are given for a confiscated sport pass.

6 Liability/Insurance 6.1 Participation in activities at the Erasmus Sport Center is at the participant's own risk. Users of the center are not insured by Erasmus Sport against the consequences of accidents while exercising or playing sports. You should therefore wear appropriate sports clothing, sports footwear and if necessary, sports goggles. See also the Erasmus Sport house rules for this.
6.2 Erasmus Sport is not liable for theft of or damage to clothing or other personal property.
6.3 Erasmus Sport will claim damage due to vandalism or improper use from the perpetrator.

7 Cancellations or changes to courses

7.1 A registration for a course cannot be cancelled or changed.
7.2 Erasmus Sport cannot return the payment for a course. In the case of serious (medical) reasons, you can send an application for a refund (with an explanation) to info@erasmusport.nl.

8 Sports program

8.1 Erasmus Sport publishes the sports program digitally on the website.
8.2 Erasmus Sport has the right to make changes to the sports program and opening times.
8.3 The Erasmus Sport Center will be closed around Christmas and New Year. The sports program will be limited on other public holidays and during school holidays. Current opening times are posted on the Erasmus Sport website.
8.4 Erasmus Sport has an effort obligation to inform pass holders of current changes via announcements in the Erasmus Sport Center and via the website, social media and/or the newsletter.

9 Cancelled lessons

9.1 In the absence of instructors, Erasmus Sport aims to provide for replacements. Unfortunately, this is not always possible. Refunds for cancelled lessons are not possible (see also 3.3).
9.2 Outdoor sports activities may be cancelled due to weather conditions.
9.3 If a lesson is cancelled, Erasmus Sport will make efforts to communicate this via various channels. If a course is cancelled, participants will receive an e-mail if possible.

10 Complaints procedure

Do you have a suggestion or a complaint? Then e-mail this to info@erasmusport.nl. Erasmus Sport aims to respond to suggestions/complaints in writing within one week.

11 Obligations of Erasmus Sport

11.1 Erasmus Sport provides for the required maintenance of the facilities.
11.2 Erasmus Sport is responsible for ensuring that instructors and supervisors possess adequate skills and hold the necessary diplomas.
11.3 Erasmus Sport provides for sufficient First Aid facilities in the Sport Center.

12 Obligations of the client

12.1 Client must always follow the instructions and the house rules of Erasmus Sport and follow the directions of Erasmus Sport employees.
12.2 Improper use of equipment or facilities without prior consultation of Erasmus Sport is explicitly prohibited. Use of equipment or facilities if **the client** is not familiar with these is not permitted. In that case, an Erasmus Sport employee can provide the required explanation.
12.3 Clients may not use the equipment and facilities when under the influence of alcohol, drugs, medicines or performance-enhancing drugs designated as doping agents. Erasmus Sport holds the right to refuse clients.
12.4 Smoking/e-smoking is forbidden in the Sport Center and **in front of the Erasmus Sport Center entrance**.
12.5 Notify Erasmus Sport at the earliest opportunity of any changes in personal data, digitally or in person.