

MEMBERSHIPS RULES AND CONDITIONS

The following apply when you have a 10-times-punch card, monthly subscription or a yearly membership.

Membership number

1. THE MEMBERSHIP IN GENERAL

- **The first time you log in to our booking system, you must click on 'Glemt login'.** Then you must enter your membership number and the email address which you provided, when creating your account. You will then receive an email with a code so that you can log in and create your own code.
- Remember to update your name, address, mobile number and email on your profile. **Remember to register your payment card and change information if changing bank, payment card or account number**
- To go to the swimming centre alone, you must be 10 years old. Children under 10 years old must be accompanied by a person 15+ years old, who is supervising the child.
- To go to the Fitness Center alone, you must be 15 years old. Children, 10-14 years old, must be accompanied by a person 18+ years old. Children under 10 years are not allowed in the Fitness Center.
- We encourage new members of the Fitness Center to receive instruction in the use of machines and other practical information. Registration for this is done via the class schedule or at the reception and is offered once per member. If you want a personal training program, this can be purchased separately - see more on our website.
- Your membership is personal, but not a 10 times punch card.

1.1 The wristband

- If you want to use the swimming centre, gym or some of DGI Husets training classes, you will have to buy a wristband for 100 DKK as a onetime payment.
- Check in with your wristband EVERY TIME you are about to use an activity in DGI Huset.
- The wristband can lock one locker in the reception or in the changing rooms.
- If you lose your wristband, you will have to buy a new one.
- The wristband will not be refunded, if cancelling the membership.

1.2 Payment

- 10-times-punch card, month memberships and yearly memberships are paid as a onetime payment.
- Monthly subscriptions are paid ongoing via your payment card, which you connect to your personal account in the booking system, via our website.
- If the payment hasn't been made in time, you will receive a fee of 100 DKK. Has the payment still not been made 10 days after the due date, your membership will be blocked until the amount due has been paid.

1.3 Change of monthly subscription

Changing/upgrading to another of our subscriptions must be done before the 15th in the month by written enquiry to **mail@dgihusetvordingborg.dk**. The new subscription will then be active from the 1st in the coming month.

1.4 Pause

This is only an option for those with yearly memberships. You can pause it up to eight weeks, but a minimum of two weeks at a time. It must be done by emailing, **mail@dgihusetvordingborg.dk** or by yourself online. The memberships end date will be extended by the number of days you pause.

1.5 10-times-punch card

- Valid for two years from date of purchase.
- One "punch" gives entrance to the swimming centre, gym or group training. If you want to use more than one activity during the same visit you have to contact the reception, so they can register an extra punch.
- You can enter more people, either in the same price category or those under, with your punch card, if you contact the reception.
- You can lend your wristband to another person in the same price category or under. This DOES NOT apply to month memberships, monthly subscription or yearly memberships – these are personal.

1.6 Cancelling and refund

- The monthly subscription and payment will continue automatically if you don't cancel it.
- Cancelling must be done before the 15th in the month to **mail@dgihusetvordingborg.dk**
- If cancelling a yearly membership, the refund will be calculated by the number of months already started, based on the price of the monthly subscription. The rest will then be refunded.
- 10-times-punch cards and month memberships cannot be refunded.

2. ONLINE BOOKING

Registration to our activities and training classes has to be done through our booking system. You can register for those 30 days forward and have a maximum of the following number of bookings:
7 bookings for members with Swim or Fitness.

10 bookings for members with 10-times-punch cards, Combi, All In or Family.

2.1 Checking in

- Remember to check in with your wristband if participating in one of DGI's training classes.
- Checking in before a training class can be done three hours prior to the start.
- If you are participating in two training classes in a row, the system will check you in to the second training automatically - only if the two trainings start three hours apart or less.
- It is important to check in at the reception, if the system is down.

2.2 Withdrawal and possible fine

- If you are prevented from participating after you have booked, please withdraw your reservation up to two hours before the class start.
- With 10-times-punch cards a "punch" will be withdrawn, no matter if you withdraw your reservation two hours before training start or don't show up. With other types of memberships your profile will be fined 30 DKK by withdrawal less than two hours before the class start and 50 DKK if you don't show up or check in.
- For cash membership, annual pass and single month, 1 day fee will be deducted for cancellation less than 2 hours before class start or no-show.
- You will not receive a fine if you show up late to a training class, as long as you remember to check in with your wristband.

2.3 Waiting list

- You can sign up on waiting list for already fully booked training classes.
- Our system will automatically send you an SMS if a spot gets available for you.
- You can mark when you want to be deleted from the waiting list, e.g. an hour or three hours or before training start.
- Please notice section 2.2 about possible fines for withdrawal less than two hours before training start or no-show, even if you have gotten a spot after being on waiting list.

2.4 Cancellations and changes

- DGI's group trainings will be cancelled if fewer than six people have booked the class two hours before the start. SMS and e-mail will be sent automatically to already booked people in the class.
- There can be periods e.g. holidays, where trainings and activities will not be offered.
- DGI Huset has the right to change times, rooms, equipment or make any cancellations if another event(s) is in the building, e.g. meets and conferences.

3. PRICES AND OPENING HOURS

Current prices on all our memberships and opening hours in DGI Huset's different departments can be found on our website. Pay attention to different opening hours regarding holidays. Possible increase in prices will be warned four weeks prior on our website.

4. LOST AND FOUND

DGI Huset has no responsibility for lost personal things in the house. You are welcome to use the lockers in the building, which can be locked with your wristband.

Lost things are kept a maximum of one month and are afterwards given to charitable purposes.

5. HEALTH AND SAFETY

It is your own responsibility to make sure your own health is well enough to use DGI Huset's facilities without risk. DGI Huset is not responsible for any personal damage or injuries in general.

6. CLOTHING

You must always wear clothing, and shoes appropriate for indoor training. If you would like to wear a tank top, sports bra etc. your chest must be covered. It is not allowed to be in DGI Huset with back patches or other gang related clothing.

7. PERSONAL DATA

By signing up you are agreeing to let DGI Huset contact you by telephone, e.g. if losing your wristband, and send you relevant news and info by email and SMS. This service can be removed if you want to.

8. GENERAL HOUSE RULES

DGI Huset has its right to exclude any member without refund in case of hard violation of the rules, e.g. not following the instructions from the staff or borrowing your wristband to another person not in the same price group (see article 1.5). If it can be proved a member has accompanied a person without membership, the member will get a fee of 500 DKK.