

# MEMBERSHIPS RULES AND CONDITIONS

The following apply when you're having a 10-times-voucher, monthly subscription or a yearly card.

Membership number

## 1. THE MEMBERSHIP IN GENERAL

- **The first time you log in to our booking system, you must click on 'Forgot login'.** Then you must enter your membership number and email address that 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 when changing bank, payment card or account number**
- To go to the Water House 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 old 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 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 by means of a chip card.

### 1.1 The wristband

- If you want to use the swimming centre, gym or some of DGI Huset's group trainings, you have to buy a wristband for 100 DKK as a one time payment.
- Check in with your wristband EVERY TIME you are about to use an activity in DGI Huset.
- The wristband can lock one closet in the reception or the locker room.
- If you lose your wristband you have to buy a new.
- The wristband will not be refunded if quitting the membership.

### 1.2 Payment

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

### 1.3 Change of monthly subscription

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

### 1.4 Pause

This is only an opportunity for members with yearly cards. You can pause it up to eight weeks, but min. two weeks at a time. It has to be done by writing to **mail@dgihusetvordingborg.dk** or by yourself online. The card's end date will be extended by the number of days you pause.

### 1.5 10-times-voucher

- Valid for two years from purchase.
- One "clip" 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 our can register an extra clip.
- You can enter more persons in the same price category or under with your voucher if you contact the reception.
- You can borrow your wristband to another person in the same price category or under. This DOES NOT apply to month cards, monthly subscription or yearly cards – these are personal.

### 1.6 Quitting and refund

- The monthly subscription and payment of it continue automatically if you do not quit it.
- Quitting has to be done before the 15<sup>th</sup> in the month to **mail@dgihusetvordingborg.dk**
- If quitting a yearly card the price will be calculated by the number of already used started month based on the price of monthly subscription. The rest will then be refunded.
- 10-times-voucher and month cards cannot be refunded.

## **2. ONLINE BOOKING**

Registration to our activities and group trainings has to be done through our booking system.

You can register up to 30 days forward and max. have the following number of bookings:

7 for members with Swim.

10 for members with 10-times-voucher, Swim Plus, Fitness and Family.

13 for members with Combi and All In.

### **2.1 Checking in**

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

### **2.2 Withdrawal and possible fine**

- If you get prevented from participating after you have booked, please withdraw your reservation two hours before training start.
- With 10-times-vouchers a "clip" will be withdrawn, no matter if you withdraw your reservation two hours before training start or don't show up.
- With monthly subscription you will be fined 30 DKK by withdrawal two hours before training start and 50 DKK if you don't show up.
- With 30 days and annual pass one day 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 group training, 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 group trainings.
- 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 persons have booked onto the training two hours before the start. SMS and e-mail will be sent automatically to already booked persons on the training.
- There can be periods e.g. holidays, where trainings and activities will not be offered.
- DGI Huset has the right to change in times, rooms, equipment and any cancellations if any other events 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 lockets in the building, which can be locked with your wristband.

Lost things are kept maximum 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 tanktop, 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.