

UWE BRISTOL SPORT

TERMS AND CONDITIONS OF MEMBERSHIP AND USE

These Terms and Conditions relate to your (used interchangeably throughout these Terms and Conditions with "you", "your", "user") use of the Facilities available at The University of West of England, Bristol – Centre for Sport ("CFS") (used interchangeably throughout these Terms and Conditions with "our", "we") and unless stated otherwise relate to the Services directly provided by the CFS (the "Services").

Please read these Terms and Conditions carefully. Please note that different or additional Terms and Conditions may apply to other memberships, programmes, events and Facilities. If you have any questions about these Terms and Conditions, please email us at [Uwebristol Sport at uwebristolSport@uwe.ac.uk](mailto:uwebristolSport@uwe.ac.uk).

To make these Terms and Conditions easy to use and read we have split them into two sections. Part 1 deals with the main terms and conditions relating to your membership. Part 2 relates to rules and regulations in respect of the use of our Facilities.

Any reference to Services in these terms and conditions includes the following:

[Gym and exercise classes - Sport | UWE Bristol](#)

[Gym services - Gym and classes | UWE Bristol](#)

Any reference to Facilities in these terms and conditions includes the following:

[Sports facilities - Sport | UWE Bristol](#)

PART 1 – TERMS AND CONDITIONS

A. YOUR RESPONSIBILITIES

1. As a user of our Facilities, you will be responsible under these Terms and Conditions. This means that:
 - a. You are the only person who will be able to instruct us in relation to your membership and any Services to which you have subscribed.
 - b. You will be responsible for paying for the Services at the time and in the manner set out in these terms.
 - c. You will be responsible for paying any additional charges and fees for using the Facilities, Services and any sporting equipment made available by us to you for hire (referred to as "Equipment") that are not covered by your membership category.
 - d. You must comply with all rules and regulations set out in Part 2 which govern the use of the Facilities. You must also comply with all our reasonable instructions and requests, as made from time to time, by our staff.
 - e. You must leave each part of a Facility, that you have used, in a tidy and orderly condition. Marking of playing surfaces/floors with tape, paint or chalk is expressly forbidden. Should damage occur full costs of restoration will be sought.
 - f. If applicable follow the [Student and Staff] Code of Conducts. [Student conduct - Stay safe on and off campus | UWE Bristol](#)

B. MEMBERSHIP CATEGORIES

2. You are entitled to use the Services at the Facilities according to your category of membership. Each Facility will provide you with the information about the range of Services available and when you can use them. Each category of membership may have certain restrictions.
3. Not all membership categories will always be available at the Facilities and certain membership types will only be available at certain times, at our discretion.
4. We reserve the right to discontinue any category of our membership. We will give you not less than 1 months' notice where this is the case.
5. Where a suitable alternative membership is offered and is acceptable to you, your membership fees will change from the date the change applies to the current fees advertised for that category of membership at the Facility. Should the new membership fees be less than those currently being paid, we will give you a refund for the difference up to the date the change takes effect. Refunds will be credited to the debit/credit card which was used for the initial payment.
6. Where a suitable alternative membership is offered and is not acceptable to you, or we are not able to offer you a suitable alternative, your membership will end following the end of the notice period, at which point we will give you a pro-rata refund of any payments made in advance for your current membership. Refunds will be credited to the debit/credit card which was used for the initial payment.
7. The different member groups are:
 - a. Student group - currently enrolled students at The University of the West of England, Bristol only (UWE ID card required)
 - b. Staff group – all current and retired UWE staff (ID required). In addition, family applications can be made by the UWE employee on behalf of their partner and any of their children aged 16 plus (require reasonable documentary evidence)
 - c. Graduates group - UWE Alumni (alumni letter)
 - d. Public groups as follows:
 - i. Full-time and part-time students producing their Student College/University id card or TOTUM+ card.
 - ii. Members of the community over the age of 16 (proof of age required)
 - iii. Age 60+ (proof of age required)
 - iv. BUCS UNiVersal Gym pass requirements: Students apply to their Gym of Study via BUCS Play (must hold a full gym membership at their university of study). If approved the student can book a gym session at CFS UWE Bristol via BUCS Play
8. If you have a disability which means that you need someone to help you use the Services and to access a Facility, your assistant will be required to register with us, to access the Facility. You will not have to pay a fee for your assistant. However, the assistant can only use the Facility to help you. If your assistant would like to have their own independent access to use the Services, they will have to take out their own membership.
9. When we make any changes to these Terms and Conditions, that affect your membership category and you are unhappy with them, you may cancel your membership by giving us 1 months' notice in accordance with Section E 'Membership Cancellation' and Section F 'Giving Notice to Us'. Your membership will terminate following the end of the 1-month period, at which point we will give you a pro-rated refund of any payments made in advance for your current membership.
10. For clarification, any change we make just to the name of a membership category will not be considered an actual change of membership category or its content.
11. We understand that your needs can change over time. You can therefore apply to change your membership category by contacting the CFS in writing, this is subject to the membership team discretion where proof may be required. You will only be able to do this after the initial period of membership depending on payment method chosen.
12. When you change categories, where necessary your membership fees will change from the date the change applies to the current fees advertised for that category for new members at the Facility. You will not be entitled to any refund of any membership fees already paid up to the date the change take effect.
13. You will be able to upgrade your membership at any time. Your existing membership end date will remain.

C. ID CARDS AND ENTRY TO CFS

14. All members must report to reception on arrival or use the turnstile. You will be asked to show your card when attending the CFS on each visit. Access to the Facilities will only be given to members in possession of a valid ID card (which may be a student or staff ID card).
15. If you are a member of a public group, we will need to have your photograph taken for your ID account. This will allow us to check your identity when you enter a Facility and during the use of the Services. You must always carry your ID card with you when using the Facilities.
16. When you visit a Facility for the first time you will be required to provide certain information to us for health and safety purposes which will be collected and processed in accordance with the provisions of Section I 'Our Services'.
17. ID cards are issued for personal use only and must not be shared, lent, or transferred to another individual under any circumstances.
18. The cardholder is responsible for all activities conducted with their ID card. This includes ensuring the card is kept secure and not left unattended.
19. If your card is lost or stolen, you must immediately notify the CFS in writing. The card will then be deactivated, and a replacement will be issued. Until notification is received you will be liable for any bookings made.
20. If you lose/damage your card, you will need to pay the CFS £5 for the issue of a replacement card. Any amended or defaced cards will be deemed damaged.
21. Misuse of cards will result in a one-week suspension from the CFS and all associated sites. The member involved will be required to leave the premises immediately and cease any activities in progress.
22. After the one-week ban, the individual may resume their access to the Facilities
23. If the card is misused again then the membership will be cancelled with no refund at our discretion. If we cancel your membership for misuse of our Facility the membership will still need to be paid for in full. This decision is at the discretion of the management.
24. The CFS reserves the right to inspect and audit ID card usage to ensure compliance with this policy

D. MEMBERSHIP FEES AND PAYMENT DETAILS

25. Payments for membership must be made using one of the following schemes:
 - a. up-front in full by card
 - b. monthly direct debit
 - c. recurring card payment
 - d. staff payment plan from their salary (current employed staff only)- No longer available to new members.
 - e. pay as you go by card
26. Memberships can be purchased for different lengths of time in accordance with the policy in force at the time. The membership categories, fees and duration details are available on our website: [Membership and prices - Sport | UWE Bristol](#)
27. Direct debit payment method is offered for memberships of at least three months. The direct debits will commence on the date stated under date of first direct debit.
28. If you take out your direct debit for your membership or programme before the 20th of a month you will be debited for the remaining days of that month. If you take out your direct debit membership on or after the 20th of a month you will be debited for the remaining days of that month and the whole of the following month. This is because of the Bankers' Automated Clearing System (BACS) processing deadlines. Direct debit payment will then be collected on the 5th of each month or nearest working day thereafter.
29. If you have a direct debit for your membership or programme, it will continue until you give us written notice to cancel. The notice must be received no later than 10 days before the end of the calendar month.
30. They will not stop automatically after graduation; it is your responsibility to request the cancellation of the Direct Debit.

31. Recurring card payments run for a calendar month from the date you sign up and will reoccur on that date each month until you cancel.
32. You can cancel a recurring card payment through your online account or by giving us written notice of cancellation.
33. For programmes such as our holiday camps, payments must be made in full in advance of the start date of the course by online payment via debit/credit card. Payment covers the length of the course advertised. Missed lessons are non-refundable.
34. Membership fees are set as part of the annual pricing review and will be applicable from 1 August to 31 July each year
35. From time to time, we may have to increase our fees, and we will undertake reasonable measures to give you adequate notice and rights of cancellation, where they apply.

E. MEMBERSHIP CANCELLATION

36. Without prejudice to anything stated in any other part of these Terms and Conditions, if you wish to cancel your membership the following provisions will apply:
 - a. If you have a paid-up membership (paid in full) your membership will end automatically at the end of your membership term.
 - b. If you have a membership paid by direct debit, your membership is continuous until you give us a minimum of 1 months' notice to cancel in writing. This must be received by 20th of the month. If cancellation is not received by 20th of the month, membership will come to an end at the end of the following month, and you will also be charged for that month.
 - c. If you have a membership by recurring card payment, your membership is continuous until you give us a minimum of 1 month notice in writing.
37. From time to time, we may have to increase our direct debit membership fees, and we will undertake reasonable measures to give you adequate advance notice of this. You can end your membership at any time on one (1) calendar months' notice if the changes to your membership fees are more than either 1% above the rate of inflation according to the Retail Prices index or 3%, whichever is higher. You must give us notice in line with Section F 'Giving Notice to Us' before the change in fees is due to apply.
38. If you sign up online and elect to pay in full or monthly by direct debit or recurring card payment you are entitled to a 14-day cooling off period during which you can cancel your membership without charge and obtain a full refund for any Services paid for and not used. The 14-day period runs from the date on which your membership commences.
39. You can only apply for a refund during your membership term if one or more of the following apply to you:
 - a. You are suffering from a medical condition which means you are unable to use the intended Services, where a doctor or medical practitioner's opinion prohibits you from exercising (this includes pregnancy):
 - b. You are no longer enrolled as a student at the University as your studies were suspended mid academic term resulting in you leaving the University part way through your course.
 - c. Refund of membership fees will only be granted for one of the reasons above and on receipt of satisfactory evidence. Refunds will be applied on a pro-rata basis. The decision of the CFS is final on the matter.
 - d. To end your membership, for one of the reasons listed above, you must give us notice in writing in line with Section F 'Giving Notice to Us'.
 - e. You must provide us with suitable evidence. For medical reasons this must be a doctor's note, prescription or other official medical documentation. If you are no longer a student, this must be official paperwork. These documents will be reviewed together with your cancellation request and the decision of the CFS is final on the matter.
40. Some academic courses include a mandatory year away from Bristol. In such cases you are advised to purchase the most flexible pass as no refunds or extensions are given for periods spent away. Your membership also can't be put on hold for short placements.
41. We reserve the right to revoke your membership in the following circumstances, at the ultimate discretion of the CFS:
 - a. If you break or are repeatedly in breach of these Terms and Conditions and you do not or cannot rectify within 7 days of us writing to you.
 - b. if you break a Facility's rules:

- c. if with your knowledge or permission, another person uses your membership or ID card (or account) to obtain access to Facility.
 - d. if you are rude or abusive to our staff or any other member or behave or threaten to behave in a violent or aggressive way in a Facility.
42. If we cancel your membership for any of the reasons in clause 41 above, we have the right to keep a proportion of the fee you have paid under these Terms and Conditions.

F. GIVING NOTICE TO US

43. If you want to give notice us to end your membership, it must be in writing to the following address: Centre for Sport, Frenchay Campus, Coldharbour Lane, Frenchay. Bristol BS16 1QY. Notices must be addressed to the Memberships Team. We will also accept notice by email to SportAdmin@uwe.ac.uk. If you need to provide evidence of certain things, you can provide them as an attachment to an email.
44. Your notice is not effective until we have received your valid evidence, where evidence is required. We strongly advise that when you give notice you get proof that we have received it. For example, if you send us your notice by email, ask for an acknowledgement of receipt or if sent by post, the item requires a signature upon delivery.
45. We will confirm that we have received your notice within 10 working days of receiving it. If you do not receive this confirmation within 10 working days, you must immediately let us know so we can check whether we have received it.
46. From time to time, we may need to contact you about your membership, so it is important you let us know if your address, contact phone number or email address change. If we need to give notice to you:
- a. it will be deemed to have been served if we send it to the address or email address, we have in the records we hold about you; and
 - b. if we give notice during a month the notice period will run from the first day of the following month.
47. Where in these Terms and Conditions we ask you to give notice of one calendar month or more, if you give notice during a month, we will treat it as if we have received it on the first day of the following month and the notice period will run from that day.

G. BOOKINGS AND CANCELLATIONS

48. To enable you to book Facilities and classes use your online account. If you have forgotten your password, use the password access function online.

Class and court bookings

49. Classes, halls and courts in the CFS can be booked by members up to seven days in advance. Members can book by telephone, online, on the mobile app or in person.
50. A maximum of 6 players is permitted per single badminton/table tennis court booking. Each court session is limited to 55 minutes.
51. The user for whom a hall or court booking is made must be present and participating in the activity which is the subject of the booking (or session). All users need to check in together at main reception for their booking.
52. Spectators are not permitted to observe from courtside. Spectators can instead observe from any of the available viewing balconies situated within a Facility. Except for Move activities where viewing is not permitted.
53. Chargeable class can be cancelled up to 1 hour in advance and no charge will be made. If cancellation notice is not provided you will be charged £3.50 penalty fee.
54. For class bookings you must arrive ready to start the class on time. If you are more than 5 minutes late, the CFS reserves the right to refuse entry. For court and hall bookings you must arrive ready to start the session on time. If you are more than 15 minutes late, the CFS reserves the right to refuse entry.

55. Sports hall and court bookings can be moved or cancelled up to 4 hours in advance; a full refund can be received.
56. All activities not attended within the time periods specified above may be re-let.
57. Squash court guest fees will be applied up to the value of the court. Guest fees are applicable to everyone aged 12 years old and over.

Active Card Members

58. You must give at least 1 hours' notice for Active Card class or you will be charged £3.50 penalty fee. Cancellation should be made by contacting the Centre for Sport reception on 0117 32 86200 or via the app
59. Sports hall and Court bookings – to cancel a booking we require 4 hours' notice. Cancellation should be made by contacting the Centre for Sport reception on 0117 32 86200
60. If there is a £3.50 charge against you for a class but the place you booked was then filled by someone else, there will be no £3.50 charge against your account.
61. If you don't show or cancel with less than 4 hours' notice three times, you will lose your advance booking rights for a period of one month.
62. All activities not attended within five minutes after start time may be re-let.
63. Back-to-back bookings are permitted up to a maximum of two for all facilities, but it is not permissible to book two courts at the same time.
64. All users need to check in together at main reception for their booking. Members can book to play with anyone, but all non-Active Card members will be charged the £4 visitor entry for squash bookings.

Holiday Camps

1. Parents / guardians are required to arrive 5 minutes before the advertised start time and arrive by the advertised end time to collect their child at the end of each camp. Parents are not required to stay on site throughout camps, however parents should remain contactable throughout and should ensure that their contact information is up to date on our system, this can be done at reception.
2. Photography and use of video are not permitted under any circumstances unless the CFS team seek explicit permission, and if they do, these images / film will be for promotional reasons only.

UWE Move

3. You must be a MOVE member and have paid the appropriate fees where applicable to participate in the MOVE programme
4. Once a member, sessions can be booked online, via the app or at reception, as detailed on the website.
5. Members must book onto each weekly bookable session (whether this be in advance or on the day), bookings can be made up to 7 days in advance.
6. Members must sign in with the instructor/activator at the start of each session.
7. If your name is not on the pre-booked register or you are not able to show proof of MOVE membership/booking you will not be able to take part.
8. For certain sports, equipment is available to hire or will be provided. This will be outlined on the website.

H. EQUIPMENT

9. We may make equipment available for hire at the Facilities. Please ask at Reception for details. You must pay Equipment hire charges in advance by card (credit or debit) before you borrow the Equipment.
10. You must return Equipment at the end of the session or by the time and date specified, in the condition in which it was supplied to you (fair wear and tear expected).
11. You will be asked to pay a deposit for hiring Equipment. We will be entitled to keep the deposit if you do not return the Equipment at the end of the session or by the time or date agreed or if you return the Equipment in a damaged state (fair wear and tear excepted). If the Equipment is so badly damaged, or not returned at all, we reserve the right to charge you for all our costs incurred in repairing or replacing the Equipment.
12. Equipment is for your personal use only while you are at a Facility. You must not lend, hire, or sell the Equipment, or take it away to use at another location.

I. OUR SERVICES

13. We will use all reasonable endeavours to provide Services with reasonable care and skill.
14. You acknowledge that to provide the highest standards of Facilities, we may need to close certain or all Facilities temporarily for decorating, cleaning, essential repairs or maintenance of equipment, that this may disrupt the provision of Services to you and agree that such disruption shall not amount to a breach of this agreement by us.
15. If closure is required for specific functions, bank holidays or for programmed repairs /alteration / maintenance, where possible notices will be displayed in advance. No refund of the membership fees even in part will be given.
16. We are not responsible or liable to you in any way for any Services provided by a third-party delivery agent using our Facilities.
17. By accepting these Terms and Conditions, you are agreeing to allow members of the CFS staff to administer emergency first aid and assistance in event of an incident occurring during the lessons.
18. Students - Please read our guidance on how we process student personal data (which can be accessed at <https://www.uwe.ac.uk/life/activities/sport/membership-and-prices/terms-and-conditions>)
19. Staff - Please read our guidance on how we process staff personal data (which can be accessed at <https://www.uwe.ac.uk/life/activities/sport/membership-and-prices/terms-and-conditions>)
20. Members of Public - We will use the personal information you provide us in your application to:
 - a. Provide our services to you; and
 - b. Inform you about any services that we provide (but you can stop receiving this at any time by following the link to unsubscribe, however this should only be done on the understanding that we will no longer be able to contact you about closures, updates and changes).
21. All users. We will share your personal data with UWE Students' Union with whom we may share the personal data of students. We will also share your personal data with third party processors such as third-party banks as legally permitted.
22. By providing your personal data to use, you agree that we may transfer, store or process your personal data outside the European Economic Area in accordance with the Data Protection Act 2018.
23. The Data Protection Act 2018 gives you the right to access information that we hold about you. For further information please access [Data Protection Statement and Policy - Data protection | UWE Bristol](#)
- 24.

J. MAKING CHANGES TO THE FACILITIES, SERVICES OR ACTIVITIES

25. We have the right to increase, reduce or withdraw Services and activities in any of the Facilities either permanently or temporarily.
26. If we decide to make other changes to the Services and activities available at the Facilities, we will give you reasonable notice.

27. We will display opening and closing times on our website and our App. Opening times may vary during holiday periods.
28. We reserve the right to change the opening hours, Services, or Facilities available at any time, at our sole discretion. Where changes are made, we will, where reasonably possible, display notices in the Facilities and on the website notifying users of the change.
29. Your right to access and use the Services is in common with all other users of the Facilities. You acknowledge and accept that use of the Services is on a first come first serve basis and you may be unable to access certain Services at times if they are being used by other users (for example if all the squash courts are booked out).
30. We reserve the right to vary, revoke or add to these Terms and Conditions and to the Facilities rules at any time at our sole discretion. Without prejudice to your rights under these Terms and Conditions, we will undertake reasonable endeavours to give you at least one month's advance notice if any changes to the above are being implemented.

K. LIABILITY

31. We will not be liable for any accident, injury, loss or damage you suffer in carrying out an action against our instruction, advice, or against your medical practitioner's medical advice. You carry out these actions at your own risk.
32. Nothing in these Terms and Conditions will limit or exclude our liability for any personal injury or death caused by our negligence.
33. You should lock all your belongings and personal property in the lockers provided around the Facilities. We do not accept any liability for theft, loss or damage to your property occurring on the premises or within the grounds of the Facilities, except where any theft, loss or damage occurs as a direct result of our negligence. Lockers are cleared out every 24 hours
34. Vehicles parked at the Facilities are done so at the sole risk of the owner. We do not accept liability for theft, loss or damage to any vehicles parked at the Facilities.
35. Subject to clauses 33 and 34 above if we are found to be liable to you for any losses, damage or compensation under these Terms and Conditions (whether as a result of our breach of them or otherwise), our total liability to you shall be limited to the amount of your membership fee for the current term of your membership. We will not be liable to you for any type of loss or damage that does not occur as a direct result of our breach of these Terms and Conditions, or because of our negligence.
36. If we are unable to make available to you any of the Facilities or to provide any of the Services, for reasons beyond our reasonable control, including but not limited to inability to secure labour, materials or supplies or as a result of any act of God, war, strike, lock-out or other labour dispute, epidemic, pandemic, fire, flood, drought or change in law, we shall not be liable to you for so long as the relevant event causing our failure continues.

L. COMPLAINTS AND FEEDBACK

37. We are committed to making sure our members are satisfied with the service we provide, but we are realistic enough to know that things do not go according to plan all the time. If you have a complaint, we want to know about it as soon as possible so that we may fully investigate it and resolve it.
38. If you have a complaint, this can be submitted via the QR displayed at reception or on the UWE Sport Website.

M. ENGLISH LAW

39. These Terms and Conditions shall be governed by English law, and you can bring legal proceedings in respect of the Services in an English court.

PART 2 - RULES AND REGULATIONS OF THE FACILITIES

GENERAL HEALTH AND SAFETY RULES

1. We do not allow pets into any part of any of the Facilities (except when used for assistance or by medical professionals).
2. To protect your safety please pay attention to all signs and notices around the Facilities.
3. Fire exits are clearly marked throughout the Facilities. If there is a fire or if you hear a fire alarm, you should make your way out of the Facility through the nearest possible exit to the advertised assembly point.
4. If you suffer an injury or accident, you must report the incident and the circumstance to the reception area situated at the relevant Facility.
5. Smoking is prohibited at all times within, and in close proximity to the Facilities.
6. While at the Facilities we expect you to behave appropriately, respectfully, and politely and dress appropriately, at all times. We can prevent anyone from entering our facilities or ask you to leave if we think that your behaviour (or appearance) is not suitable.
7. For your own safety, when using the Facilities, you must wear appropriate footwear for the surface (for example non-marking smooth soled shoes in halls and squash courts). No outdoor shoes are permitted in any activity area.
8. Persons wearing muddy kit, inappropriate clothes or footwear or any other inappropriate kit, will be asked to leave the premises. No refunds will be given.
9. All members accept responsibility for their own state of health and physical condition. You should read the Health Commitment Statement (available within our Facilities and on the website) before you start using your membership or using our Facilities.
10. On entry into this Membership Agreement and every time you enter during your membership, you warrant and represent to UWE that you have no medical conditions known to you that would mean that you are not capable of all forms of exercise and that such exercise will not be detrimental to your health. If in doubt, it is your sole responsibility to consult a medical practitioner or to contact staff at the CFS for further advice before use or cancel your membership.
11. You are advised to warm up properly before any workout session and cool down properly to avoid any injury or physical strain.
12. We are not liable for any injuries, damage or loss you incur, as a result of not carrying out your induction, not watching the induction video, not following the instructions of gym staff or personal trainers, or not following your practitioner's medical advice. Please see Section K 'Liability' more generally.
13. Unless prior, written permission has been sought from the CFS, you must not:
 - a. Sell or attempt to sell or promote in any of the Facilities, any goods, Services, articles or equipment
 - b. Put up any notices or decorations (internal or external)
 - c. Take photographs at or in a Facility or arrange for any filming or televising of any activity.

If you do so, we may take any action outlined in Section E, clause 40

GYM FACILITIES

14. It is compulsory for all users of the fitness facility to have a gym induction before using the Facility. Inductions can be taken via our online video or booked in with professional staff through reception when joining and are given to ensure you use the equipment safely.
15. You will not be able to use the gym or its Facilities until you have carried out the induction, and we may (at our sole discretion) suspend your membership, deny you access to the gym, or refuse to sell you a membership until you comply.
16. Only our qualified coaches or personal trainers may set you a training programme.
17. Personal Trainers operate in our facility on a self-employed basis. Any service they provide to you constitutes a contract between the Personal Trainer and you rather than with the CFS.

18. We accept no responsibility for breach of contract or negligence caused by a Personal Trainer.
19. The CFS does not allow any personal training to be done by anybody that is not part of the CFS self-employed personal training team. Any members suspected of personal training will have their membership cancelled.
20. The minimum age for use of the gym facility is 16-year-old unless it is for an organised, taught activity and led by a qualified instructor/coach.
21. If you do not feel competent in using a piece of equipment or undertaking a specific exercise, please speak to a member of the Health and Fitness Team before commencement.
22. In the interest of hygiene, users of the fitness suite are asked to bring a small towel to wipe perspiration from seats, handles etc after use.

HOSPITALITY

23. You must not eat or drink (other than water) at the facilities.
24. No food or drink may be taken onto playing surfaces.

LOCKERS

25. You bring all personal belongings to the Facilities at your own risk. We do not accept legal responsibility for any loss or damage to these items.
26. For the convenience of other users, members are asked to occupy lockers when using the Facilities only. The CFS reserve the right to open occupied lockers, empty the contents and put them in a secure place of storage for two weeks after which they will be disposed of without any further liability to you or anyone else
27. If you find lost property you must hand it to the Reception Desk immediately. Any items submitted to us will be held for a period of two weeks, after which they will be gifted to charity, save water bottles which for health and hygiene will be disposed of after 1 day.

CONDUCT AT THE FACILITIES

28. We operate a strict code of conduct which applies to all users while at any of the Facilities. Not adhering to our terms and conditions and poor conduct may result in suspension or removal of membership or booking privileges
29. You must respect staff and other users, members, and guests of the Facilities at all times and treat them with respect. You must respect their rights, treat them fairly, be mindful of them when expressing your views, treat them with courtesy and respect their authority and reasonable decisions.
30. You must not use rude or offensive language.
31. You must not use abusive language or threaten others or use the Facilities to incite hatred or promote your religious beliefs.
32. Racial abuse, sexual harassment or other discriminatory comments will not be tolerated under any circumstances.
33. We reserve the right to refuse entry, remove persons or terminate an activity if persons are suspected to be under the influence of drugs or alcohol
34. You must take care when using your electronic device while at the Facilities. Images displayed on websites or shared through social media can be offensive and distressing to others in your immediate vicinity.
35. You should be aware of any behaviour you consider inappropriate or violent, including bullying, harassment, discrimination and physical, violent or sexual crimes. Examples of harassment and bullying are where others are behaving in an unwanted, unsolicited and unwelcome manner that is offensive or intimidating to you, or are behaving in an offensive, abusive, intimidating, malicious or insulting manner which makes you feel upset, threatened, humiliated or vulnerable.
36. Harassment and bullying include treating another person less favourably on the grounds of gender, race, age, gender reassignment, marriage and civil partnership, pregnancy and maternity, disability, sexual orientation, religion or other beliefs.

37. If you feel that you, or another user of a Facility, is being subjected to harassment, bullying, discrimination, a lack of dignity and respect, or violence in any form, including those mentioned above, you are encouraged to challenge or report this.
38. If you witness an act of physical violence or sexual crime, we strongly encourage you to contact the police.

PHOTOGRAPHY CONSENT

39. From time to time, we may carry out photography or filming in our Facilities to use for documenting events, marketing or publicity purposes across a range of media. These include prospectuses, banners, hoardings, flyers and posters, leaflets, the University website, University social media channels.
40. When we take photographs or video that focus on you as the main subject, or when we gather testimonials or other statements from you, we must seek your informed consent:
 - a. for the content featuring you to be stored and used
 - b. for your contact details to be stored in case we need to contact you about the images
41. We usually do this by asking you to sign a consent document before the photo or video-shoot.
42. At times where you are not the main focus of the imagery (e.g. general shots depicting our Facilities or large groups of participants at events) and it is not possible for us to collect everyone's permission, we ask that you either speak to a member of staff at the time so they can inform the photographer if you don't wish to be included, or after the event please email uwebristolsport@uwe.ac.uk if you do not consent to us using your image.
43. We store images, video, testimonials and any related information on secure servers, located either on its own systems or in externally hosted Facilities, always in compliance with the University's data protection obligations.

IF YOU BREAK THESE RULES

44. If you break these rules or do not comply with any notice around any of the Facilities, we may do any or all the following (at the ultimate discretion of the CFS):
 - a. ask you to leave immediately
 - b. End or suspend your membership
 - c. take any other action against you as we deem appropriate