

Terms of use for UniSport services

1. Use of services	2
2. Registering as a customer	2
3. Discounts and subsidised prices	3
4. What do we expect from you?	3
5. What can you expect from us?	4
6. Reservation and cancellation of services	4
7. Refunds for services	6
8. Penalties in cases of abuse	6
9. Specific terms and conditions for different services	7
9.1. Training card	7
9.2 Online training card	7
9.3 Serial card and single visit	8
9.4 Transfer of training card, online training card and serial card (freezing)	8
9.5 Returning the training card	8
9.6 Force majeure	9
9.7 Gift certificate	9
9.8 Courses	9
9.9 Series and tournaments	10
9.10 Court and hall reservations	10
9.11 Personal training and coaching	10
9.12 Services for companies and communities	10

1. Use of services

UniSport services are open to all persons aged 15 or over

Exceptions to the age limit:

- Persons under the age of 15 may train together on a one-time or regular basis with an adult who is responsible for the person under the age of 15 during the visit. Children under 15 years of age can take part in the training sessions of clubs or schools or other events, in which case the child must have a designated responsible person.
- Persons aged 12 to 14 can come to the gym as a paying customer to practice or participate in group exercise together with an adult who is responsible for the person under the age of 15 during the visit.

They may use the services and participate in events without a reservation if there is room. To reserve and pay for services, the user must register as a UniSport customer online or in customer service. In addition, to use online services (online classes, video library and online courses), the user must register in the Mywellness application.

The services are subject to their own reservation and cancellation terms and conditions as mentioned in section 6. The right to use the service or product is personal.

2. Registering as a customer

You can register in UniSport's customer system online, at customer service points in sports centres or by phone.

By registering in the customer system, the customer accepts these terms and conditions.

The user ID of the customer system is

- for educational institutions covered by the HAKA user identification system, the domain name granted by the educational institution
- for non-HAKA users, when registering, a valid email address provided by the customer.

Registration of students from Aalto University, Svenska Handelshögskolan (Hanken) and the University of Helsinki customer groups, students from the University of the Arts Helsinki as well as other full-time and foreign students within the scope of the HAKA user identification system (universities, universities of applied sciences, upper secondary schools, higher education institutions) takes place through the HAKA user identification system in the UniSport customer system. The customer group is then updated in the customer system, and the services can be reserved and paid for at the price indicated for the customer group. Registration in customer service requires identification in the manner mentioned in the price list.

A member of another customer group entitled to a discount can register as a customer online, but in order to receive the services at the price of their customer group, the customer must submit a certificate of the grounds for the discount at a customer service point. After this, services can be booked and paid in the UniSport customer system at the price of their customer group.

The data referred to in UniSport's privacy statement is collected from customers so that they can be granted the right to reserve and use UniSport's services and, if necessary, be notified of a change or cancellation of the reserved service. Personal data is used to manage and develop a customer relationship.

Customer account in UniSport's Mywellness application

If the customer wants to use the online services included in the training card and online training card or participate in an online course, they need to create a Mywellness account. The application is subject to a separate privacy statement and terms of use that the customer accepts when activating the user account.

3. Discounts and subsidised prices

The services and products have prices per customer group, which can be found in the valid price list. Certificates entitling to a discount are listed on the UniSport website in connection with the price list. The grounds for the discount must always be presented when purchasing services. If the certificate entitling the holder to a reduced or subsidised price does not include a photograph, the identity must also be verified by means of a photo ID.

In court and hall reservations, the discounted price is conditional on all participants being part of the eligible customer group. The condition does not apply to a badminton partner.

4. What do we expect from you?

As a customer, you are responsible for ensuring that you are healthy when using the services. If necessary, obtain adequate insurance cover. UniSport shall not be liable for any personal injury or property damage unless the damage is caused by negligence on UniSport's part.

Fitness training and exercising always involve risks and benefits. You should not train harder than is safe based on what you estimate your skill level to be. You should seek advice from an expert if you have a general health impediment or medical condition that may affect your ability to train safely.

Always sign in for the service via an access control device or customer service. Pay for the service before using it.

Arrive early enough and leave time for changing clothes, etc. We do not guarantee the opportunity to participate if you arrive late to the service. You cannot participate in group exercise classes if you are late.

If you do not use or sign in for the service you have reserved, your access rights will be locked until you have paid the service or reactivation fee or presented, in accordance with the terms and conditions, a certificate of the excuse.

For safety and comfort, you can only bring essential items such as towels, drinking bottles, valuables and the equipment you need in your training to the gym. Large gym bags and outdoor clothes should be stored in the dressing room. During the visit, store your items in the locker. You need your own lock to lock it (excluding the Töölö self-service gym). UniSport is not responsible for goods left on the premises. A fee is charged for leaving any goods overnight in the lockers. UniSport stores lost property for 14 days.

It is strictly forbidden to use performance enhancers or drugs or to stay on UniSport premises under their influence.

Be considerate of other people using the facilities. As a customer, you must familiarise yourself with the rules, instructions and warnings related to safe training. Follow the detailed instructions provided by UniSport and personnel, such as the gym etiquette. Use a workout towel and clean indoor shoes or socks when training at the gym. Always clean the equipment after use. Prove your identity on request.

5. What can you expect from us?

We offer you diverse, high-quality sports services that promote well-being. We ensure that the exercise facilities are in proper condition and safe to use. You have the opportunity to ask for advice or instructions on how to practice safely. We train customer service personnel at the centres in safety and first aid matters.

We provide information on exceptional opening hours (e.g. holidays) and other exceptions related to normal schedules in the sports centres and on our website.

We cannot always guarantee a place for you in services where the number of participants is limited. Our opening hours are limited in summer and during holidays. The amount of services offered may vary during the different periods according to demand. We will inform our customers about changes in seasonal opening hours no later than two weeks before the change.

The quality of the services is maintained at a good level by regular maintenance of facilities and equipment. We will coordinate the maintenance work so that it causes you as little inconvenience as possible.

We always strive to organise the services as stated. However, if a service is cancelled due to the instructor's illness or other similar cause and we cannot find a substitute, we will notify you of the matter no later than three (3) hours before the start of the service. In the event of a sudden obstacle, we will notify you of the cancellation of the service or the closure of the facilities immediately.

We will notify the bookers of the cancellation of the services by e-mail. Users of Mywellness will also be notified of the cancellation of an online class or course via Mywellness if the customer selects the application as the message channel from their own information.

We reserve the right to make changes to the terms once a year or otherwise if a significant change in operating conditions so requires.

6. Reservation and cancellation of services

Registered customers can book UniSport services within reservation periods either online with their own IDs or at a customer service point. To use online services, the customer must have a Mywellness application.

The customer may cancel the service they have reserved within the stated period. Note: a prepaid service cannot be cancelled online. If cancellation is not possible in the UniSport customer system, the customer must contact the customer service immediately. If the reservation has not been

cancelled within the stated period, the customer is obliged to pay for the service regardless of whether or not they use it.

It is possible to register for courses, group exercise classes and ball game groups in a queue place if the actual places are full. The customer is notified by e-mail if a place becomes available. The queue place reservation is counted as one reservation. It is subject to the same booking and cancellation terms and conditions as the actual booking. The queue place for group exercise and ball game groups can be cancelled without penalty two (2) hours before the start of the service. You can cancel an online group exercise class before the event begins. The queue place for a course can be cancelled without penalty seven (7) days before the start of the course.

UniSport aims to organise the services as indicated. In case of illness or unexpected situations, UniSport will inform you of any cancellation on the website, in the centres or by contacting you. When a course instructor or massager becomes ill, UniSport does not seek a replacement service provider for these services.

Booking and cancellation times for services

Service	Booking time starts	Reservation possible	Cancellation by	Number of reservations	Penalty for uncancelled reservation
Group exercise and ball game groups (training card, serial card,	6 days before the event	Until the beginning of the event	2 hours before the start of the service	7 group exercise classes and 7 ball game group reservations are valid at a time	Reactivation fee
Online group exercise (training card)	6 days before the event (from midnight)	Until the beginning of the event	Before the start of the event	no restrictions	no reactivation fee
Online video library (training card)	A training card or online card customer registered in the Mywellness application can make unlimited use of the videos.				
Reservations for courts and gyms	usually 21 days before	Until the beginning of the event	24 hours before the start of the service	not restricted	price of service
Badminton reservations	usually 21 days before	Until the beginning of the event	24 hours before the start of the service	not restricted	price of service
Courses	Notified in connection with the course*	Until the beginning of the event	7 days before the start of the course**	not restricted	price of service
Massage	usually 21 days before	Until the beginning of the event	24 hours before the	not restricted	price of service

			start of the service		
InBody	usually 21 days before	Until the beginning of the event	24 hours before the start of the service	not restricted	price of service
Free gym guidance and counselling (Training and serial card, per-visit fee)	Guidance and counselling is a free service that we offer in sports centres at times mentioned in the customer system calendar. There is no need to reserve a separate time for the service.				

*As a rule, registration for autumn courses begins at the beginning of August and for spring courses during December.

**Enrolment in the course and the queue place must be cancelled no later than 7 days before the first course appointment.

7. Refunds for services

Paid services are refunded in full or in part a) when UniSport cancels the service or b) when the customer becomes ill. In case of illness, the customer must present a certificate from a physician, nurse or public health nurse in customer service. The refund shall be granted for the period indicated in the certificate. The customer must apply for a refund following the instructions on our website or at a customer service point.

UniSport uses a customer balance. Refunds can be made to the customer balance or to the bank account indicated by the customer, according to their preference. The customer balance is valid for 12 months. When paying to a bank account, the processing time for the refund is *14-21 days*.

As regards sports and well-being benefits, UniSport complies with the tax legislation. Products purchased with benefits are not refunded to the bank account, but only to the customer balance. Sports benefits refunded to the customer balance can only be used to pay for sports services and well-being benefits to pay for the massage service.

The service fee will not be refunded if the customer is late for the service. In personal services, the customer can use the remaining time from the service if the service can be implemented within the remaining time.

The customer may cancel the service they have reserved within the stated period of time (note that in part of the services there are separate terms and conditions). The price of uncanceled services shall be charged in full. To avoid having to pay, present a certificate from a physician or public health nurse.

8. Penalties in cases of abuse

In different cases of abuse, UniSport charges a service fee according to the price list. In addition, a temporary prohibition on the use of services may be imposed on the customer. Borrowing a training card to another person will result in the loss of a paid training card and a temporary ban on the use of services for three (3) months. A person who has borrowed another person's training card must pay the price of one (1) month training card according to their customer group as a service fee. We will notify the police of any serious or repeated misconduct.

A prohibition of use may also be imposed if the customer acts in a way that disturbs others, otherwise inappropriately or in a way that endangers their own health and safety or the health or safety of others. The customer is liable for damages for deliberate property damage to UniSport premises, equipment or devices.

For the service that the customer has used, but has not paid for the service at the time of booking or after using it (such as massage), we will send the customer an invoice seven (7) days after using the service. We will charge an invoice fee of five (5) euros for paper invoices.

9. Specific terms and conditions for different services

9.1. Training card

These terms and conditions apply to the services included in the training card: gym, group exercise and ball game groups (supervised appointments, relaxation and game appointments). We offer group exercise in sports centres or as outdoor classes, online group exercise classes and via the online training video library.

A training card entitles you to reserve and use training card services. There are two types of UniSport training cards: an all-day card entitles you to book and use training card services during all opening hours, and a half-day card entitles you to book and use services Mon–Fri until the opening of sports centres at 15.00, after 2.:30 and Sat–Sun within opening hours. Mid-week holidays are treated as Sundays.

Online classes and the video library are included in both full-time and half-day training cards.

The period of validity of the training card begins no later than 30 days after the date of purchase. This condition can be restricted, for example, in connection with promotion campaigns.

The training card includes unlimited access to the services included in the training card in all UniSport sports centres in accordance with the right to use the card.

Validity of training card in days

- 12 months = 365 days
- 4 months = 120 days
- 1 month = 30 days

9.2 Online training card

The online training card includes reservation rights for online classes and access to the video library in Mywellness. More detailed terms and conditions for reserving and cancelling online services can be found in section 6.

The period of validity of the online training card begins at the time of purchase. This condition can be restricted, for example, in connection with promotion campaigns.

9.3 Serial card and single visit

The serial card (10-session punch card) entitles you to take part in group exercise classes in a sports centre and outdoors. The serial card contains the reservation right and the same reservation and cancellation terms as the training card. On the same visit, you can take part in several of the above-mentioned services.

The serial card is valid for six months (180 days) from the date of purchase. Any unused time due to illness shall be credited by extending the period of validity in accordance with the period indicated in the medical certificate.

When paying for a single visit, you can participate in several group exercise lesson and ball game group events during the same visit, if there is room, and use the gym. The single visit fee does not include reservation rights or the use of online classes and video library.

9.4 Transfer of training card, online training card and serial card (freezing)

The use of a training card, online training card and serial card can be frozen for the following reasons:

- temporary move
- prohibition of physical activity (certificate from a physician, nurse or public health nurse)
- performing military or non-military service
- pregnancy

In addition, customers in customer groups *Preferred customer* and *Normal price* can freeze a 12-month card with a normal price for one (1) month without a separate reason. The so-called holiday leave can be used once during the validity period of the training card. The freezing benefit does not apply to the online training card.

The request for freezing must be made in writing before the freezing period begins. Freezes requested afterwards are not refunded except in cases of illness. A request for the freezing of a card must be submitted without delay or immediately after the end of the prohibition on physical activity.

The customer must submit the request for freezing and a written certificate of the above-mentioned grounds for freezing to one of UniSport's customer service points. The minimum time for freezing is four weeks (the minimum time for freezing is two weeks with a certificate from a physician, nurse or public health nurse in cases of prohibition on physical activity). The certificate must cover the entire freezing period. The maximum length of the freezing period is determined by the time indicated on the certificate (however, no more than 12 months). Freezing is free of charge, but changes to the freezing period may be subject to a reactivation fee. During freezing, access to the training card, online training card, and serial card is locked.

9.5 Returning the training card

If the customer can prove that there is a particular weighty cause which they have not known about at the time of the purchase of the training card and which makes it unreasonable to complete the contract period, the unused time shall be refunded to the customer. The refund is paid in full (training card price divided by the validity of the training card in days times unused time in days) for the period during which the customer is unable to use the services.

A request for a refund must be made in writing before the start of the cause preventing them from using the card. The customer must submit a request for a refund and a written certificate of the above-mentioned refund criteria to one of UniSport's customer service points.

The training card has a 7-day satisfaction guarantee. Within this period, the customer has the right to cancel the training card and get the full price back without a separate reason.

9.6 Force majeure

If UniSport has to close its premises or cancel its services due to an unforeseeable and independent force majeure that UniSport has not been able to influence with reasonable measures (does not apply to centre maintenance, renovation or other days of deviation reported in advance), the services will be refunded in the following way:

- The validity of the training card and serial card will be postponed from the time the premises have been closed or the services have been cancelled.
- Prepaid individual services are credited to the customer balance or to the account indicated by the customer. Additional information 7. Refunds for services.

9.7 Gift certificate

A gift certificate is a means of payment for any UniSport service or product. Your chosen amount will be uploaded to the gift card. The gift certificate is valid for 12 months from the date of purchase. The money on the card can be used in parts. The gift certificate can be used as part of the payment when the total amount is paid with a card, etc. You cannot pay for a gift certificate with a sports and well-being benefit.

The gift certificate cannot be converted into money, nor will it be refunded. Money will remain on the card for use during its validity period, after which any remaining amount will be posted to UniSport.

9.8 Courses

Course enrolment starts on a specific day before the beginning of the next period. For details, see section 6. Reservation and cancellation of services.

The course will be organised if enough participants have enrolled in it. UniSport may cancel the course no later than two (2) days before the start of the course.

9.9 Series and tournaments

UniSport organises open series and tournaments for ball sport enthusiasts. As a rule, the series start in October and end in March or April. The terms of enrolment, payment and cancellations can be found on the website in the section Ball Sports Series.

9.10 Court and hall reservations

It is possible to make single and regular practice reservation for UniSport facilities. During your reserved time, equipment (e.g. nets, goals, rinks, exercise equipment) that is equipped for the room may be used after use and returned to their designated locations within the scope of the booking. You must not exceed your reserved time. For single and regular practice reservations, the discounted price is conditional on all participants being part of the eligible customer group.

For more information about regular practice reservations, see the Field and Hall Reservations section on the UniSport website. Separate terms and conditions for regular practice reservations are provided in connection with the conclusion of the regular practice reservation agreement. The terms and conditions can also be found on the website.

9.11 Personal training and coaching

Personal training and coaching services (personal training, nutrition coaching, testing) can be purchased and booked through the customer system or via customer service. These services are subject to separate terms and conditions that the customer agrees to upon purchase and/or reservation.

9.12 Services for companies and communities

UniSport offers a variety of customised services for companies and communities. These services are subject to separate terms and conditions, which will be reviewed with the customer before concluding the contract.

Welcome!