The Terms of Service 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. Booking and cancelling services .............................................................................................. 4
7. Refunds for services .................................................................................................................. 5
8. Penalties in cases of misuse ...................................................................................................... 6
9. Special terms and conditions for different services ............................................................. 6
   9.1 Training card ...................................................................................................................... 6
   9.1.1 Postponing (suspending) the time of validity of a training card ..................................... 7
   9.1.2 Returning a training card ............................................................................................... 7
9.2 Force Majeure ....................................................................................................................... 8
9.3 10-visit card and per-visit fee ............................................................................................... 8
9.4 Gift card .................................................................................................................................. 8
9.5 Courses .................................................................................................................................... 8
9.6 Series and tournaments ........................................................................................................... 9
9.7 Court and gym reservations ................................................................................................... 9
9.8 Personal training and coaching .............................................................................................. 9
9.9 Services for businesses and communities ............................................................................. 9
1. Use of services

The UniSport services are open for everyone over the age of 15 who are interested in physical activities. (Except for Töölö self-service gym.)

Exceptions regarding the age limit:

- Persons under 15 years of age may participate in single and regular practices together with an adult who is responsible for the under 15-year-old during the visit. Under 15-years-olds may participate in the practices of sports clubs, schools and different events, in which case there must be a designated person in charge of the child.
- 12–15-year-olds may come to the gym as paying customers and take part in group training classes together with an adult who is responsible for the child during the visit.

If there is room, you can use the services and participate in events without a prior reservation. To make reservations and pay for services, users must register as UniSport customers either online or at a customer service point.

The services are subject to separate booking and cancellation conditions which are mentioned in section 6. The user rights to the service or product are personal.

2. Registering as a customer

You can register for the UniSport customer system at the UniSport website, at the customer service points of our sport centres or by telephone.

The user ID for the customer system is

- the username issued by your educational institution when the institution uses the HAKA user identification system.
- the so-called UniSport ID for non-HAKA users. You will get your UniSport ID when you register for the customer system or from a customer service point.

The customer groups of Aalto University, Svenska Handelshögskolan (Hanken) and the University of Helsinki, the students of the University of the Arts Helsinki, and other Finnish and foreign full-time students within the HAKA user identification system (universities, universities of applied sciences, upper secondary schools, community colleges) shall register as customers on our website through the HAKA user identification system. When you register for the service, your customer group is updated into the customer system. After this, the services can be booked and paid for at the prices reserved for the specific customer group. Registering at a customer service point requires identification in one of the ways mentioned in the price list.

A person belonging to another customer group entitled to a discount may register on the website, but in order to obtain the services at the price reserved for the specific customer group, the customer must present a certificate of the grounds for discount at a customer service point. After this, the services can be booked and paid for in the UniSport customer system at the price determined for your customer group.

The personal data outlined in UniSport’s privacy statement will be collected from customers so that they can be granted the right to book and use the services of UniSport, and so that they can be notified about changes to or cancellations of the service they have booked, if required. Personal data is used to manage and develop the customer relationship.
By registering for the customer system, customers agree to these terms and conditions.

3. Discounts and subsidised prices

Our services and products have been priced per customer group, and the prices are indicated in our valid price list. The certificates entitling customers to a discount have been listed with the price list on our website. The grounds for a discount must always be presented when purchasing services. If the certificate entitling a customer to a reduced or subsidised price does not include a photo, the customer must also verify his or her identity with a photo ID card.

The condition for a reduced price for court and gym reservations is that everyone participating in the practice belongs to the customer group entitled to the discount. The condition does not apply to your training partner for badminton.

4. What do we expect from you?

As a customer, you are responsible for being healthy when using the services. Get adequate insurance cover if necessary. UniSport cannot be held responsible for any personal injury or damage to property, except in a case of negligence on the part of UniSport.

Always register for the services either via an access control device or customer services. Pay for the service before using it.

Be on time and reserve time for changing clothes etc. We cannot guarantee you a chance to participate if you arrive late for the service. You cannot participate in group training classes if you show up late.

If you fail to use or register for a service you have booked, your user right will be suspended until you have paid for the service or paid the reactivation fee, or until you have presented a certificate that complies with our terms and conditions, stating the reason why you have been prevented from participating.

You can store your belongings in a locker during your visit. You need to bring your own lock for the locker (with the exception of the UniSport Töölö self-service gym). UniSport is not responsible for items left in its premises. We will charge a fee for leaving items in the lockers overnight. UniSport will store found belongings for 14 days.

The use of performance-enhancing substances or intoxicants and spending time under their influence in the UniSport premises is strictly prohibited.

Act with consideration for others engaged in physical activities and follow the more detailed instructions provided by UniSport and its staff, including gym etiquette. While in our premises, be prepared to prove your identity on request.
5. What can you expect from us?

We provide you with a wide range of top-quality health-promoting sports and physical activity services. We make sure that the exercise facilities are in appropriate condition and safe for you to use. We provide our reception staff with training on safety and first aid issues.

We inform you of unusual opening hours (e.g. due to holidays) and other exceptions to the normal schedule in the sports centres and on our website.

UniSport cannot always guarantee its customers a chance to participate in services where the number of participants is limited. Our opening hours are more limited in the summer and during various holidays. In addition, the number of classes is typically reduced based on demand during holidays and towards the end of terms. We can also increase the number of classes if there is an increase in demand. We inform our customers of changes in seasonal opening hours no later than two weeks before the change takes place.

In order to maintain our good service quality, we must occasionally close some of our sports facilities due to repair and maintenance work. However, even in this case we make sure that the work causes as little inconvenience to you as possible. In these exceptional situations, we make sure that our centres are not closed at the same time.

We always aim to organise services according to the provided information. However, if a service is cancelled because an instructor is unable to attend (e.g. due to an illness), and we cannot find a substitute for him or her, we will notify you at the latest three (3) hours before the start of the service. In case of a sudden obstacle, we will let you know that a service has been cancelled or premises have been closed immediately after finding out about the obstacle.

We will provide information about the cancellation by e-mail to those who have booked the service in advance.

6. Booking and cancelling services

Registered customers may book UniSport services during the booking times either online using their user IDs and passwords or at a customer service point.

Customers can cancel the services they have booked within the notified time period. Please note: a service that has been paid for in advance cannot be cancelled online. If a customer is unable to cancel the service online, they should immediately contact our customer services. If the customer has failed to cancel a booking within the notified period, they are obliged to pay for the service, regardless of whether they actually use the service or not.

It is possible to sign up for a waiting list for courses, group training classes and ball sport groups, if the actual places have already been filled. Customers are notified by e-mail if their reserved place is confirmed. A waiting list reservation counts as one reservation and is subject to the same booking and cancellation times as an actual reservation. For group training classes and ball sports groups, a waiting list reservation can be cancelled without sanctions 2 hours before the start of the service. For courses, a waiting list reservation can be cancelled without sanction 7 days before the course starts.

UniSport aims to organise services in accordance with the information it has provided. UniSport does not hire substitutes for massage therapists or course instructors in case of illness. In the
event of illness or unexpected situations, UniSport will provide information about the possible
cancellation on its website, in the centres, or by contacting the customer.

### Booking and cancellation times for the services

<table>
<thead>
<tr>
<th>Service</th>
<th>Booking time begins</th>
<th>Booking is open</th>
<th>Cancellation by</th>
<th>Number of reservations</th>
<th>Sanction for uncancelled reservation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group training classes and ball sport groups</strong></td>
<td>6 days before the event</td>
<td>Until the start of the event</td>
<td>2 hours before the start of the service</td>
<td>7 group training classes and 7 ball sport group bookings valid at a time</td>
<td>Reactivation fee</td>
</tr>
<tr>
<td>(seasonal training card, 10-visit card, single visit)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Single bookings of courts and facilities</strong></td>
<td>Generally 21 days in advance</td>
<td>Until the start of the event</td>
<td>24 hours before the start of the service</td>
<td>No limits</td>
<td>Service price</td>
</tr>
<tr>
<td><strong>Badminton court reservations</strong></td>
<td>Generally 21 days in advance</td>
<td>Until the start of the event</td>
<td>24 hours before the start of the service</td>
<td>No limits</td>
<td>Service price</td>
</tr>
<tr>
<td><strong>Courses</strong></td>
<td>Notified in connection with the course*</td>
<td>Until the start of the event</td>
<td>7 days before the start of the course**</td>
<td>No limits</td>
<td>Service price</td>
</tr>
<tr>
<td><strong>Massage</strong></td>
<td>Generally 21 days in advance</td>
<td>Until the start of the event</td>
<td>24 hours before the start of the service</td>
<td>No limits</td>
<td>Service price</td>
</tr>
<tr>
<td><strong>Inbody</strong></td>
<td>Generally 21 days in advance</td>
<td>Until the start of the event</td>
<td>24 hours before the start of the service</td>
<td>No limits</td>
<td>Service price</td>
</tr>
</tbody>
</table>

* Signing up for the courses organised in the autumn mainly begins at the beginning of August, and the registration for spring courses begins in December.

** Registration for the course and the course waiting list must be cancelled no later than 7 days before the first course session.

### 7. Refunds for services

Paid services are refunded in full or in part if a) UniSport cancels the service or b) the customer falls ill. In case of an illness, the customer must present a medical certificate issued by a doctor or public health nurse. The refund is provided on the basis of the time indicated in the certificate. The
customer must apply for refund according to the instructions provided on our website or at a customer service point.

The refund is paid from the cash register or to a bank account indicated by the customer, depending on the situation. When the refund is paid to an account, the processing time is 1–2 weeks.

UniSport uses a customer balance system. Refunds can be made to the customer’s balance account.

The service fee will not be refunded if the customer shows up late for the service. In the case of personal services, the customer can use the remaining service time if the service can be carried out within the available time.

The customer may cancel the reserved service within the stated time period (please note that some services are subject to separate terms). Uncancelled services are subject to full charges. The payment obligation may be avoided by presenting a medical certificate issued by a doctor or a public health nurse.

8. Penalties in cases of misuse

In various cases of misuse, UniSport will charge the service fee indicated in the price list. A temporary ban for using the services may also be imposed on the customer. Lending a training card to another person will result in the confiscation of the paid training card and a temporary three-month (3) ban for using the services. The person who has borrowed someone else's training card must pay the service price stated in the price list and the reactivation fee. We will notify the police of serious or repeated violations.

A ban may also be imposed if a customer’s behaviour in the premises is disturbing, otherwise inappropriate or puts the health or safety of others at risk. The customer is liable to compensate for intentional damage to property aimed at UniSport's premises, equipment or devices.

For a service the customer has used but has not paid for at the time of booking or at the time of the appointment (massage, for example), we will send an invoice seven (7) days after the customer uses the service.

If the customer breaks UniSport's exercise equipment, the customer is obligated to compensate UniSport monetarily for the broken equipment.

9. Special terms and conditions for different services

9.1 Training card

These terms and conditions apply to services included in the training card: gym, group training classes and ball sport groups (instructed sessions, leisure and sports play reservations).

UniSport has two types of training cards. An all-day card entitles users to book and use the services included in the training card in all operating hours. A half-day card entitles users to book and use services from Monday to Friday from the time the sports centres open in the morning until
15.00 and from 20.30 forward, and on Saturdays and Sundays during the opening hours. Public holidays are treated as Sundays.

The period of validity of the training card must begin no later than 30 days from the date of purchase. Restrictions may apply to this condition, for example in connection with promotions.

The training card includes an unlimited right to participate in the services covered by the training card at all UniSport sports centres, according to the user rights indicated in the card.

The time of validity of a training card in days
- 12 months = 365 days
- 4 months = 120 days
- 1 month = 30 day

9.1.1 Postponing (suspending) the time of validity of a training card

A training card and the use of the included services may be suspended for the following reasons:

- moving away temporarily (not holidays)
- being prohibited from exercise (a certificate issued by a doctor or a public health nurse)
- performing military or non-military service.

In addition, customers in the Preferred-customer price and Normal price groups may suspend their standard price 12-month training card for the period of one (1) month without a separate reason. A so-called vacation leave can be used once during the period of validity of the card.

A request for the suspending of the card must be submitted in writing before the start of the suspension period. No refund is paid for a suspension requested afterwards, with the exception of cases of illness. The request for suspending the card for a period must be presented without delay or as soon as the prohibition to engage in exercise has ended.

The customer must deliver the request to suspend the card and a written certificate of the grounds for suspension to one of UniSport’s customer service points. The minimum period of suspension is four weeks (in case of a prohibition two exercise, the minimum period is two weeks with a medical certificate issued by a doctor or public health nurse). The certificate must cover the suspension period in full. The maximum duration of the suspension period is determined based on the time indicated on the certificate (however, no more than 12 months). While suspending the card is free of charge, a reactivation fee may be charged for the changes made to the time of suspension. The user right of the training card is inactive during the suspension period.

9.1.2 Returning a training card

If the customer can demonstrate, with evidence, a particularly weighty reason, which they have not been aware of at the time of purchasing the training card and which would make completing the contract period unreasonable, the customer will be refunded for the time left unused. The refund is paid in full (price of training card / duration of training card period in days X unused time in days) for the period during which the customer is unable to use the service.
The request for the refund must be made in writing before the start of the grounds for the refund. The customer must submit the refund request and a written certificate of the grounds for the refund to one of UniSport's customer service points.

The training card comes with a 7-day customer satisfaction guarantee. The customer will be able to cancel the training card and be refunded in full without a separate reason within this period.

9.2 Force Majeure

If UniSport is forced to close its premises or cancel its services due to an unforeseeable force majeure unrelated to UniSport that UniSport has not been able to influence through reasonable measures (does not apply to the maintenance and renovations of facilities or exception days with advance notice), the services will be compensated as follows:

- The validity of the training card and serial card will be postponed for the period of time that the premises have had to be closed or the services cancelled.
- Individual services paid in advance are credited to the customer's balance, paid to the customer from the cash register or to the account indicated by the customer, or credited as a gift card of an equivalent sum.

9.3 10-visit card and per-visit fee

The 10-visit card entitles you to participate in group training classes and ball sport groups (instructed ball sports sessions and leisure and sports play reservations) and use the gyms. The 10-visit card includes the right to make a reservation, and it is subject to the same booking and cancellation conditions as the training card. 10-visit card holders can participate in several of the aforementioned services during one visit.

A 10-visit card is valid for 6 months (180 days) from the purchase date. If a customer fails to use the card due to illness, they will be refunded for the unused time by extending the period of validity of the card based on the time indicated in the medical certificate.

By paying a one-visit fee, you can attend several classes of group training and ball sport groups, if there are places available, and use the gym at the same visit. Per-visit fee does not include reservation right.

9.4 Gift card

A gift card can be used as a payment instrument for any UniSport service or product. Credit is added to the gift card to the sum requested by the buyer. The gift card is valid for 12 months from the purchase date. The money added to the card can be used in parts. A gift card can be used as an installment when the total is paid in cash, with a card, etc. A gift card cannot be paid for with exercise vouchers.

A gift card cannot be exchanged for money, nor will it be refunded. Unused money will remain on the card for later use.
9.5 Courses

Registration period for courses begins on a specific date before the start of the upcoming period. See section 6 for more details (Booking and cancelling services). The courses will be organised if enough participants have registered for them. UniSport may cancel a course no later than 2 days before the start of the course.

9.6 Series and tournaments

UniSport organises open series and tournaments for ball sports enthusiasts. The series primarily start in October and end around March and April. The terms and conditions related to registration, payment and cancellations are available on the website under Ball sports leagues and other competitions.

9.7 Court and gym reservations

The UniSport facilities can be reserved for single and regular practice times. The equipment in the facilities (e.g. nets, goals, rinks) may be used during the reservation and must be returned in their correct places within the reserved time. The time slot of the reservation may not be exceeded. The condition for a reduced price for single and regular reservations is that everyone participating belongs to the customer group entitled to the discount.

More information about regular practice reservations can be found on UniSport’s website under Courts and Gyms. The separate terms and conditions applied to regular practice turns are provided when the agreement for the regular practice reservation is concluded. In addition, the terms and conditions are available on the website.

9.8 Personal training and coaching

Personal training and coaching services (personal training, nutrition guidance, fitness testing) can be booked through the website. These services are subject to separate terms and conditions that the customer agrees to in connection with the purchase and/or reservation.

9.9 Services for businesses and communities

UniSport offers a variety of customised services for businesses and communities. Separate conditions apply to these services, and these will be discussed with the customer before concluding an agreement.

Welcome to UniSport!