

General terms and conditions Tilburg University Sports Center (revised September 2021)

1. Sports Membership

- A valid sports membership is required to be able to participate in the sports program and make use of all internal and external facilities of the Sports Center (sometimes with additional charges). By paying for a sports membership, every participant agrees with these regulations.
- The minimum age for purchasing a sports membership is 16.
- To have access to the Sports Center facilities with a sports membership, an access app, developed for this purpose, must be downloaded (available for Android and iOS) on a smartphone.
- If the above-mentioned app cannot be used, the administration of Tilburg University Sports Center will prepare a document containing the name, date of birth, client number and membership details of the member. This document, in combination with a valid ID, serves as an alternative admission ticket.
- The sports membership will be checked upon entering the Olympia building by scanning a QR code with the access app or by checking the above-mentioned document (in combination with a valid identification document).
- After scanning the QR code, the entrance gate opens, and the member is granted access to the accommodation. Only one person at a time may pass through the gate.
- At all external locations, including the outdoor pitches, a QR code must be scanned before the reservation is made. These QR codes are available at the locations.
- During sports activities the sports membership can be checked by an authorized Sports Center employee. This check can take place at internal and external locations. If the athlete does not have a valid sports membership at that moment, this will directly result in termination of the sports activities and administration costs may be charged.
- The above also applies to participation in program components of the Tilburg University Sports Center at external accommodations, participation in competitions, free sports, and for membership of the student sports associations.
- The purchase amount of the sports membership must be paid in full at once; payment in instalments is not possible.
- The sports membership cannot be temporarily discontinued or converted to another type of sports membership.
- The sports membership is personal and cannot be transferred to another person.
- Within 14 days of purchasing the sports membership, the buyer is entitled to a refund of the full purchase price (without stating a reason), provided that no use has been made of the sports membership. After 14 days the membership fee will not be refunded, even if no use has been made of the sports membership. Ending the study program or moving to another place of residence (both in the Netherlands and abroad) are no reason for a refund of the membership fee.
- In the event of a long-term injury/illness (the member can prove that he/she is unable to play sports for at least 2 months), a written request can be submitted to the Head of the Sports Center for temporary discontinuation of the membership. A customized solution will follow, with the Head of the Sports Center determining whether the membership will be temporarily discontinued and for how long.
- The sports program can be changed in case of force majeure (for example, the outbreak of a pandemic) and resulting government measures. In this case, the member cannot claim (monetary) compensation, unless additional decisions are taken by the Tilburg University administration.

- The sports membership is an all-in membership, after purchase the member can use the all the available sports offered by the Tilburg University Sports Center. If the member uses only one part of the available sports offered and this part is not available (whether or not due to force majeure, such as the outbreak of a pandemic and resulting government measures imposed), he/she cannot claim any (financial) compensation.
- The Tilburg University Sports Center is entitled to refuse persons as a member or terminate their membership if it is suspected that participation in sports activities may have a negative impact on his/her health. The remaining membership fee can in this case be refunded.
- In case of fraud or improper use, the sports membership will be deactivated immediately, and the membership holder will be invited for an interview with the Head of the Sports Center. Until that time the client will not have access to the Sports Center (at internal and external locations). The Head of the Sports Center will determine when the membership will be reactivated (access granted).
- Tilburg University Sports Center can (temporarily) suspend a sports membership with immediate effect when the member violates one or more provisions of these Terms and Conditions, or when the client behaves unlawfully towards employees and/or other members and visitors of the Tilburg University Sports Center. The remaining membership fee will not be refunded in these cases.
- The Sports Center may report fraud or improper use to the police.

2. Accommodation

- The showers and locker rooms will be closed 15 minutes after the last part of the program.
- Smoking is prohibited in all Tilburg University buildings and grounds.
- Consumption is permitted only in the O'Café (including terrace), the Olympia Sports Bar (including terrace) and in the Coffee corner in the Sports Center (Olympia building).
- Entering the sports halls is permitted only on clean sports shoes, which do not leave any marks and are not worn outside. On the artificial turf fields the use of appropriate footwear is mandatory, all this at the discretion of authorized staff of the Tilburg University Sports Center. The sports shoes to be used should be put on in the sports facility.
- Sports (both at the internal and external locations) are only allowed if sportswear and (indoor) sports shoes are worn. The upper body must be covered (with the exception of water sports).
- Sports equipment may only be used for the purpose for which it is intended. Users must handle sports equipment with care.
- Defects to the (fitness) equipment and sports materials, as well as broken (house) furniture and damage and/or defects to materials in the outdoor facilities, such as fences, waste bins, bicycle racks, must be reported to the staff member on duty.
- The sports areas (both indoors and outdoors) must be left clean and tidy after use.
- Sports equipment used during games and training sessions must be put away in the storage areas provided after use.
- It is forbidden to practice sports under the influence of alcohol and (soft) drugs.
- The use of doping is strictly prohibited.
- Within the accommodations of the Tilburg University Sports Center, the applicable rules of conduct and the rules set forth in the Tilburg University Code of Conduct must be observed. This is to be assessed by the authorized staff of the Tilburg University Sports Center. If applicable rules of conduct are violated, access to the accommodations may be denied and/or the sports membership may be terminated.
- In the external sports facilities (e.g., municipal sports facilities where members of the Tilburg University Sports Center can exercise with their valid membership) the applicable house and behavioral rules apply.

3. Liability

- The Tilburg University Sports Center cannot be held responsible for any damage or injury, accidentally or due to whatever accident, inflicted on persons, nor for the loss, damage or theft of

objects belonging to the user(s) and stored in the sports facilities, except in the case of gross negligence. It is strongly advised to take out third-party and accident insurance.

- The Sports Center advises athletes to use the lockers provided in the accommodation. The lockers must be emptied at the end of the day, otherwise the belongings will be removed.
- Everyone using the Sports Center and external locations does so at their own risk. Athletes are urgently advised to check whether they are insured for the risks associated with sports activities. Participants in sports activities must take care of this themselves.
- The Sports Center has a protocol for found objects which can be found on the website of the Sports Center.
- If damage is caused to buildings and/or sports equipment, the perpetrator will be held liable for this damage. In case of theft, a report will be made to the police at all times.

4. Privacy

- Tilburg University handles all personal data as stipulated in the General Data Protection Regulation (GDPR).
- Personal data will never be shared with third parties without permission.
- Personal data will only be used by the Tilburg University Sports Center to properly fulfill its duties and not for commercial purposes.
- The personal profile, including stored data such as visits and reservations, is only accessible to those Tilburg University Sports Center employees who need this information to perform their duties. This data will only be used to improve the service. All profiles will be anonymized after inactivity for 1 year and 1 day.

5. Reservations

- Members who have made a reservation in Olympia must use the right entrance gate and the QR code. Members who are unable to use the QR code should report to the front office (with their entry document and valid identification). The front office staff member manually registers the presence of these members.
- Up to 1 hour prior to a reservation, the member can cancel the reservation online without any consequences.
- If a member makes an online reservation but fails to show up, a written warning (email) will follow. For each next time a member fails to show up after having made an online reservation, the member's online reservation option is blocked. The online reservation option will be reactivated after payment of a fine or a 14-day blocking period.

6. Fitness Rooms

- No bags may be placed in the fitness areas. Small bags containing training aids are allowed, provided they do not interfere with safety.
- Athletes in the fitness areas must follow the instructions of the staff present.
- During group classes, the fitness room can be closed to individual athletes.
- Dumbbells, weight plates, halters, and benches must be returned to their original position after use.
- Fitness equipment should be cleaned with detergent after use and dried with tissue paper (provided in the fitness areas) or a towel.
- The use of a towel during training is mandatory.
- Shouting and moaning during training is not allowed.
- The use of mobile phones to support training is permitted. Making calls and taking pictures other than of yourself is not allowed in the fitness areas.
- The use of liquid magnesium is permitted in the fitness areas. The use of all other forms of magnesium is prohibited.

- No fitness equipment may be placed in front of emergency exits.
- No food may be taken or consumed in the fitness areas.
- You are allowed to drink water or energy drinks from drinking bottles that can be shut during training.

7. Sauna

- The member must reserve the sauna prior to use.
- Five minutes before the start of the reserved time, the member collects a sauna card from the Sports Center front office (a student card/bank card must be handed in as a deposit). Without a sauna card the member will not have access to the sauna.
- Sauna tickets are issued up to 15 minutes after the start of the reserved time.
- For reasons of privacy, it is not permitted to bring a mobile phone into the sauna.
- A towel is obligatory when visiting the sauna.
- Swimming costume or clothing is not allowed in the sauna.
- Eating and drinking (with the exception of water) in the sauna is not allowed.
- After a visit to the sauna, the member must return the sauna card as soon as possible (within 10 minutes at the latest) to the Sports Center front office.
- If the member does not comply with the above sauna rules, he/she may be denied access to the sauna.

8. Climbing wall

- Climb safely: do not endanger yourself or others. Always do a full partner check (according to the NKBV guidelines). Only use CE-approved climbing materials that are not outdated according to the standard in the manual.
- Do not wear jewelry (rings, watches, earrings, bracelets, etc.) or other sharp objects. Wear long hair in a ponytail.
- Use climbing shoes or clean indoor shoes with enough grip.
- Only liquid magnesium should be used.
- Instructions from the climbing instructors must be followed immediately.
- Top-rope climbing must always take place under the supervision of a climbing instructor. Only climbers in possession of a climbing permit from the Sports Center are allowed to climb top rope without supervision.
- A climbing permit from the Sports Center is proof that you can climb safely and can be obtained:
 - By novice climbers, after successful completion of the beginners' course;
 - By climbers with experience, after the climbing instructor has checked that they have the necessary safety-related skills.
- Be smart: if you have a climbing permit but have not climbed for a long time, try first under the supervision of a climbing instructor.
- Use an ATC, Grigri, or an autotuber for securing.
- Use an extra secure carabiner (safebiner) for both securing and tying.
- Always use the international way of communicating.
- Fuses must lower climbers in a calm and controlled manner.
- Uninsured climbing higher than 2 meters above the ground is prohibited.
- It is allowed to use your own belt, safebiner, and securing device under the condition that the material is CE approved, not outdated according to the norm in the manual, and in good condition
- After climbing, hang the blue tarp back on the wall, knot the ropes together and hang them behind the tarp so they do not hang on the floor and/or in the way of the next users of the room.
- If the athlete does not comply with the climbing rules, a climbing instructor can impose a prohibition to climb any further. The climbing instructor can also decide to withdraw the climbing permit temporarily or permanently.

Rules for bouldering

- Bouldering is allowed solo and without supervision of a climbing instructor provided that a second person is present in the room who can get help in case of emergency.
- Use of the mats is mandatory. The six mats must be attached to each other with the blue velcro.
- If you are going to boulder for the first time, at least one person should be present who has sufficient experience with bouldering.
- After bouldering, return the mats to their original position.
- When using the sloping training board, at least two mats (attached to each other with Velcro) must be placed in such a way that there is sufficient mat length on both sides of the training wall to cushion falling climbers.