

# MEMBERSHIPS RULES AND CONDITIONS

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

Membership number

## 1. THE MEMBERSHIP IN GENERAL

- First time logging into our booking system, click on 'Glemt login'. Type in your membership number and e-mail address used to sign up for the membership. You will then receive an e-mail with a password, so you can log in and edit to your own.
- Check in with your wristband EVERY TIME you are about to use an activity in DGI Huset.
- Parents have to sign up and pay memberships for children under the age of 18.
- To use the swimming centre on your own you must be 9 years of age or older. Children under the age of 9 must be accompanied in the pool by an adult 16+ years old.
- To use the gym on your own you must be 12 years of age.
- Please remember to change your personal information online or contact our staff at the reception, e.g. name, address, phone number or e-mail.

### 1.1 The wristband

- If you want to use the swimming centre, gym or some of DGI Huset's group trainings, you have to buy a wristband for 50 DKK as a one time payment.
- The wristband can lock the closets in DGI Huset - there can only be one closet locked at a time per wristband.
- NOTICE! If you lose your wristband it needs to be cancelled immediately - please contact the reception. Afterwards you will have to buy a new wristband for 50 DKK.
- Online you can put money onto the wristband to buying things in the reception or the café.
- The wristband will not be refunded if quitting the membership.

### 1.2 Payment

- 10-times-vouchers, month cards and yearly cards are paid as a one time payment.
- Monthly subscriptions are paid ongoing via your payment card, which you connect to your personal account in the booking system.

### 1.3 Change of monthly subscription

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

### 1.4 Quitting

- The monthly subscription and payment of it continue automatically if you do not quit it.
- If quitting a yearly card the price will be calculated by the number of already used started month based on the price of monthly subscription. The rest will then be refunded.
- Quitting has to be done to **mail@dgihusetvordingborg.dk** or online via our before the 15th.

### 1.5 Pause

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

### 1.6 10-times-voucher

10-times-voucher is valid for two years from purchase. You can enter more persons in the same price category with your voucher and you can borrow your wristband to another person in the same price category. This does not apply to month cards, monthly subscription or yearly cards - these are personal.

**PLEASE READ THE BACK OF THE PAPER TOO.**



## 2. ONLINE BOOKING

Registration to our activities and group trainings has to be done through our booking system. You can sign up to our group training 14 days in advance.

### 2.1 Checking in

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

### 2.2 Withdrawal and possible fine

- If you get prevented from participating after you have booked, please withdraw your reservation two hours before training start.
- With 10-times-vouchers a ticket will be withdrawn, no matter if you withdraw your reservation two hours before training start or don't show up. With other types of memberships your profile will be fined 30 DKK by withdrawal two hours before training start and 50 DKK if you don't show up.

### 2.3 Waiting list

- You can sign up on waiting list for already fully booked group trainings.
- When signing up on waiting list, you can choose to get an SMS if a spot gets available for you.
- Remember to mark when you want to be erased from the waiting list, e.g. an hour, two hours or three hours before training start.

### 2.4 Cancellations and changes

- DGI's group trainings will be cancelled if fewer than five persons have booked onto the training two hours before the start. SMS and e-mail will be sent automatically to already booked persons on the training.
- There can be periods e.g. holidays, where trainings and activities will not be offered.
- DGI Huset has the right to change in times, rooms, equipment and any cancellations if any other events in the building, e.g. meets and conferences.

## 3. PRICES AND OPENING HOURS

Current prices on all our memberships and opening hours in DGI Huset's different departments can be found on our website. Pay attention to different opening hours regarding holidays. Possible increase in prices will be warned four weeks prior on our website.

## 4. LOST AND FOUND

DGI Huset has no responsibility for lost personal things in the house. You are welcome to use the lockets in the building, which can be locked with your wristband.

Lost things are kept maximum one month and are afterwards given to charitable purposes.

## 5. HEALTH AND SAFETY

It is your own responsibility to make sure your own health is well enough to use DGI Huset's facilities without risk. DGI Huset is not responsible for any personal damage or injuries in general.

## 6. GENERAL HOUSE RULES

DGI Huset has its right to exclude any member in case of hard violation of the rules, e.g. borrowing your wristband to another person not in the same price group or not following the instructions from the staff.