



LSESU GYM

Terms and Conditions

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LSESU Gym Team



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1. These Terms and Conditions

1.1 These are the terms and conditions on which we supply any membership

services to you.

1.2 Please read these terms and conditions carefully before you sign up for a membership. By completing the online joining process and becoming a member of LSESU Gym, you are accepting all the terms and conditions in this document.

1.3 Your agreement commences on the start date you purchase a membership. You cannot use the Gym until you have agreed to the Terms and Conditions and completed the [PAR-Q](#)(Physical Activity Readiness Questionnaire).

1.4 These documents together form a legal, binding agreement between you and us, so please make sure that you read them carefully and understand them. If you have any questions, please ask a member of the LSESU Gym Staff or email us at su.gym@lse.ac.uk.

2. Membership and Payment

2.1 Proof of Membership

2.1.1 You must produce valid proof of membership on each occasion you visit the Gym. This can be done by checking in at the reception desk with your LSE Staff, Student or Alumni ID Card. If you forget your proof of membership, we may ask to see a second form of identification acceptable to us before we allow you to enter the Gym. Our staff reserve the right to refuse entry if you do not have a valid membership with us.

2.2 Membership Fee and Payment Methods

2.2.1 The cost of your membership will depend on the type of membership you have chosen.

2.2.2 The types of payment options we offer are as follows:

☐ Fixed term

- ☒ With this payment option, you commit to being a member for a fixed number of months and to paying all your

membership fees upfront when you join.



○ Short Term

- Day Pass - You may access the Gym as many times as you like for that one day that you have purchased the Day Pass. Day passes have no resale value and cannot be exchanged for cash or any other product or service. They are non-refundable.
- Class Pass – You may use a class pass to attend one class on our gym timetable. Class passes have no resale value and cannot be exchanged for cash or any other product or service. They are non-refundable.
- 10X Day Pass Bundle – You can purchase a 10x Day Pass Bundle, which gives 10 single entrances to the Gym, which are to be used within 3 months of purchase. Members can collect a card from the Level 4 Saw gym reception, which will be hole-punched on every visit.
- 10 Class Pass Bundle - You can purchase a 10x Class Pass Bundle, which gives 10 single passes to the gym classes, which are to be used within 3 months of purchase. Members can collect a card from the Level 4 Saw gym reception, which will be hole-punched on every visit.

2.2.3 If you have a standard membership, this gives you access to the Level 4 Saw Gym and the Marshall's Strength & Conditioning Suite.

2.2.4 If you are a resident of the LSE Robeson House accommodation, a standard membership gives you access to the Robeson House gym space on top of the Level 4 Saw Gym and the Marshall's Strength & Conditioning Suite.

2.2.5 A Robeson House membership will only give you access to the Robeson House Gym space. This membership is exclusive to residents of the LSE Robeson House accommodation.

2.2.6 Please note that the Robeson House Gym space is exclusive only to Robeson House Residents.

3. Changing or cancelling of membership

3.1. Cancelling of membership during the cooling-off period

3.1.1 Once you have purchased your membership online, you have a legal right to change your mind within 14 days of joining and receive a refund. The 14-day cancellation period commences on the day your membership starts,

as stated in your agreement. This is called the 'cooling-off period'. If you choose to cancel within the cooling-off period, we will give you a full refund.

3.1.2 If you want to cancel your membership within the cooling-off period, you must send your notice via email to su.gym@lse.ac.uk.

3.2. Cancelling your membership after the cooling-off period

3.2.1 Fixed Term Memberships: You may request to terminate your membership during its active period, and LSESU shall review where a refund is due, on a pro rata basis. Refunds/partial refunds are reviewed and issued on a case-by-case basis.

3.2.2 Depending on the outcome of the case review, the Gym may not issue monetary refunds but can issue an equivalent, such as, but not limited to, an extension of a gym membership/access.

You can only terminate your membership during its active period due to:

- A genuine and relevant medical reason: for example, illness or injury.
A valid medical note must be provided.
- Due to a genuine interruption in studies: A valid notification of interruption must be provided.

Any refunds issued will be processed minus the length of membership at the time of authorisation. We will also consider whether the membership was offered at the time of purchase.

3.3 Our right to cancel your membership

3.3.1 We can cancel your membership without giving you notice, if:

- We consider that you are not medically or physically able to use our facilities safely.
- You seriously or repeatedly break the conditions of your membership.
- You have repeatedly disregarded the gym etiquette guide.
- You allow another person to use your membership to gain access to the Gym.
- If you use offensive, abusive or discriminatory language or use or threaten violent, offensive or intimidating behaviour or conduct, or

if your behaviour or conduct does or, in our reasonable opinion, may, put our employees and/or other members at risk.



3.3.2 If we cancel your membership due to any of the points above, you will not be allowed to enter the Gym or join again in the future, and no refund will be issued.

3.4 Our right to change your membership

3.4.1 We reserve the right to change membership prices. We will give you at least one whole month's notice of any incoming price increase and will make it very clear when the price increase will take effect and how much your membership will cost after the increase.

3.4.2 During this period, you will have your usual right to terminate your membership in accordance with the membership terms and conditions and rules. If you do not terminate your membership by the date specified in the notice, your membership price will be increased in accordance with the notice.

4. Additional services

4.1 Personal trainers (PT)

4.1.1 PTs are self-employed, and any service they provide is a contract between them and you. We will not be liable for or responsible for any money paid to a PT. PTs are arranged directly with the trainer and not with us.

4.2 Lockers

4.2.1 Bags and personal belongings are not permitted in fitness areas and should be stored in the lockers/storage provided.

4.2.2 Lockers located at our facilities are for the use of members using the facility only. We cannot guarantee locker space during busy periods.

4.2.3 Lockers will be emptied often. Any items found as lost property will be kept in another storage area of the Gym for 2 weeks. If not collected within this timeframe, the contents will be disposed of.

4.2.4 You must not place any illegal goods or consumables, toxic, polluted or contaminated goods, flammable or hazardous goods, living plants or animals, food, perishable goods or waste in the lockers.

4.2.5. Lockers are not to be used for valuable items. We accept

no responsibility for the criminal activity of others, and items left are done so at your own risk.



5. Gym Rules and Etiquette

5.1 Appropriate sportswear must always be worn, as stated in our gym etiquette posters. Sports trainers and appropriate sportswear must be worn; **No jeans, flip flops or open-toed sandals** are allowed. Not wearing appropriate sportswear can lead to restrictions or denial of access to gym spaces. Wearing inappropriate sportswear may lead to injuries/ accidents, for which we are not liable in any way. Using inappropriate sportswear is at your own risk/responsibility.

5.2 All members are recommended to attend an induction. Inductions are bookable via email at su.gym@lse.ac.uk. If you believe you do not need an induction, it is understood that you do so under the agreement that you have read, understood and agree to abide by both the Terms and Conditions of membership.

5.3 Rerack weights and equipment after use; repeat offenders will have their membership cancelled with no refund due.

5.4 Do not drop or throw weights down on the floor; repeat offenders will have their membership cancelled with no refund due.

5.5 You are not permitted to enter the facilities or partake in activities when you are under the influence of alcohol or illegal drugs.

5.6 No food is to be consumed in the gym facilities, and only secure bottled drinks are permitted.

5.7 If you want to record in the gym spaces, you must ask gym staff and other members for permission to do so. If another member does not want to be in your recording, they have the right to file a complaint, which may prompt you to delete it. We have a zero-tolerance policy for those filming people without permission.

5.8 LSESU Gym reserves the right to refuse a user's admission to any of its facilities if we have found that any of the & Cs have been breached.

5.9 Be mindful of other members' experience and personal requirements. Actions such as playing your own music on a speaker or having a loud conversation over the phone may create disruptions, and the Gym Team may require you to cease such actions.

6. Limitation of Liability

6.1 LSESU reserves the right to make alterations to the type of facilities provided, without notice and at its discretion.

6.2 It is your responsibility to ensure that you can perform the routine of exercises provided by any programme that you follow. Members accept the risk of injury when performing exercises and are advised to consult their doctor before beginning any programme.

6.3 You understand and accept that LSESU shall only be liable for personal injury or death where this arises from LSESU, its employees', or its subcontractors' negligence.

6.4 LSESU reserves the right to suspend or revoke membership at any time if a member does not adhere to safe and proper use of equipment.

6.5 LSESU reserves the right to run special initiatives during the year. These activities may affect gym users' access. Members will be informed in advance when these activities may be performed and how they will affect the normal weekly schedule.

7. Privacy Policy

7.1 Your privacy and data security are of great importance to us. All personal data is held in accordance with the Data Protection Act 2018 and the General Data Protection Regulations.

7.2 We ask for your explicit permission for us to contact you, send promotional and/or marketing material and for your preferred contact method/s in the sign-up process. You also have the right to withdraw your consent and be forgotten at any time by simply emailing su.gym@lse.ac.uk.

7.3 You are responsible for notifying LSESU of any changes to your personal information.

7.4 At any time, you can obtain easy access, free of charge, to confirmation as to how your personal data concerning you is being processed. We only use your data to analyse our membership demographic, sales performance, class attendance, and your health & safety.

7.5 We will never transfer any of your information or personal details to any third parties.

7.6 For details on how LSESU processes your personal data, please see our privacy policy on the LSESU website [here](#).

8. Information about LSESU

8.1 General

8.1.1 LSE Students' Union is a charity and a company. We're registered with the [Charity Commission](#), and our Trustee Board has overall responsibility for

the Students' Union's legal, strategic and financial health.

8.1.2 If you have any questions or if you have any complaints, please contact us. You can contact us by emailing us at su.gym@lse.ac.uk.

8.1.3 Members must be 16 or older.

8.2 Opening Hours

8.2.1 We operate according to the LSE calendar. LSESU Gyms will be closed over the Christmas and Easter breaks, as outlined by the university's closure dates and any additional university closure and bank holiday dates. No refund is due.

8.3 Our commitment to Equality, Diversity and Inclusion (EDI)

At LSESU Gym, we are committed to creating an inclusive and diverse environment where all individuals feel valued, respected, safe, empowered and part of the community. We are constantly looking for improvements to ensure that every member of our community can thrive, both physically and personally, in a supportive and equitable environment.

With any monthly membership, members will have the opportunity to freeze it for up to 40 days in a single academic year to take part in and enjoy any religious celebration, with the peace of mind that the membership will not run out in the meantime.