Sport Imperial Staff Membership Terms and Conditions

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1. These Terms and Conditions

1.1 These are the terms and conditions on which we supply the membership services to you.

1.2 Please read these terms and conditions carefully before you sign up for membership. These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

1.3 PLEASE NOTE - these terms and conditions will be reviewed annually and are subject to change; updates and changes will be displayed on the Sport Imperial website. We will endeavour to ensure that no material changes are made to these terms and conditions during the term of your membership without giving notice to you of such changes. You will be given the opportunity at that time to cancel your membership if you do not wish to be bound by such changes. If you do not exercise such right you will be bound by such changes.

1.4 All previous terms and conditions are rendered void, with this document superseding any previous terms and conditions.

1.5 We are Sport Imperial, part of Imperial College London which is an independent corporation established by Royal Charter (number RC000231) and having its principal place of business at Exhibition Road, Faculty Building, London SW7 2AZ.

1.6 You can contact us by telephoning our team at [] or by writing to us at:
Email: ASK
Address: Ethos Sports Centre, 7 Prince’s Gardens, South Kensington Campus, SW7 1NA

1.7 If you have any questions or complaints about the membership services, please contact us. You can contact us by writing to us at the address given above. Alternatively, please speak to one of our staff at Ethos.

1.8 These terms and conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) (“Disputes”) shall be governed by and construed in all respects in accordance with English law and the courts of England and Wales shall have exclusive jurisdiction to settle Disputes.

2. Membership
2.1 Staff membership is only available to people who hold a current contract of employment with Imperial College London and are on the Imperial College London HR database. Once employment is terminated, either by the member of staff or by Imperial College London, the benefits of staff membership will be revoked.

2.2 Registration for Sport Imperial Staff membership (Basic Staff membership, Club Imperial membership or Club Imperial Gold membership) must be completed online through the Ethos Membership System.

2.3 Your membership start date is effective from the date you join online.

2.4 Club Imperial and Club Imperial Gold memberships allow access to Ethos as well as external facilities including Charing Cross (Reynolds) Gym, Hammersmith Gym, and Silwood Park Gym. If you require access to these facilities it is your responsibility to request access to have your cards activated through the College’s ASK portal.

2.5 Guests and spectators are not permitted.

2.6 Entry into Ethos will not be allowed if you forget to bring your Imperial ID card with you.

2.7 Your membership cannot be used by another person. If your ID card is used by another person to enter Ethos, the ID card will be confiscated and returned to the ID Card Office and you will be banned from Ethos for three months.

3. Partner Membership

3.1 Staff members with (and for so long as this is in place) a Basic Staff membership or Club Imperial membership are eligible to have a partner membership.

3.2 A partner can be a partner or family member over 16 years.

3.3 Partner memberships are only eligible if the partner lives at the same residence as the Imperial College London staff member – proof of address is required.

3.4 Partner members must have their own membership card to gain entry and are bound to the same restrictions as in clause 2.7.

3.5 Partner members are only eligible to have the same level of membership as the Imperial College London staff member and must comply with these terms and conditions.

4. Payment

4.1 Club Imperial and Club Imperial Gold membership payments are made by salary deduction. The first payment will be for the first two months of membership.

4.2 The wording ‘Club Imperial Membership’ or ‘Club Imperial Gold Membership’ (as applicable) will appear as a deduction the staff member’s payslip each month.

4.3 It is your responsibility to check your payslips for any incorrect charges and notify Sport Imperial immediately.

4.4 Without prejudice to clause 5.4, membership payments are non-refundable.

5. Cancellation and Termination of Membership

5.1 Cancellations/termination of membership can only be completed by you online. Subject to clauses 5.2, 5.3 and 5.4, cancellations/terminations must be completed before the 27th of the month to stop payments being taken from next month’s salary.
5.2 Without prejudice to clause 5.4, Club Imperial memberships have a minimum contract period of 3 months.

5.3 Without prejudice to clause 5.4, memberships can be cancelled online at any time, however the cancellation will not be enacted, and payment will continue to be taken until the minimum contract period is completed.

5.4 A 14 day cooling off period applies to all new memberships that have been completed when not in a Sport Imperial facility, from the date of signing up for the membership on-line. During this cooling off period, a member may cancel their membership online at https://www.imperial.ac.uk/sports/memberships/selectpersontype.aspx. This right to cancel will cease once the period of 14 days has elapsed. If a member chooses to terminate their membership within the cooling off period, Sport Imperial will reimburse to that member the membership fee payment received from them (if any) provided that if they used any of the facilities, Sport Imperial reserves the right to retain a proportion of the membership fee as may reasonably be attributed to such use.

5.5 Once you have cancelled your membership, you cannot re-join for a period of three months unless the reason for cancellation is to change to another Club Imperial membership.

5.6 If your status changes from staff to student during your membership, you will need to notify Sport Imperial through the ASK system. If you fail to notify Sport Imperial, payments will continue to be taken from your salary. Sport Imperial will not refund such payments.

5.7 After cancellation, it is your responsibility to check your payslips for any incorrect charges and notify Sport Imperial immediately in the event that there are any.

5.8 Sport Imperial reserves the right to expel from a facility, suspend for a specific period, cancel or refuse to renew the membership of any member whose conduct is or may, in Sport Imperial's reasonable opinion, be injurious to the character of the facility or amounts to a breach of these terms and conditions or where such expulsion or cancellation is otherwise in the interests of other members of the facility. Any member so expelled shall forfeit all privileges to facility membership during the period when their membership is suspended or cancelled. Sport Imperial will not be obligated to disclose reasons for suspension or cancellation to clients or any other third party.

5.9 Sport Imperial reserves the right to terminate any membership without refund as a result of closure of the Ethos facility. Advance notice shall be given unless the closure is due to an emergency or is for reasons of safety or is in circumstances beyond Sport Imperial's reasonable control. Notification will be posted on the Sport Imperial website.

5.10 Without prejudice to clause 2.1, you are requested to notify Sport Imperial if you cease or are about to cease to be a member of staff at Imperial College London.

6. Unlimited Class Bolt-on and Fair Usage Policy

6.1 Unlimited Class Bolt-ons are additional memberships that can only be purchased in conjunction with a staff membership. “Unlimited” Class Bolt-ons allow unlimited access to classes for a 30-day period from the date of purchase, subject to our fair usage policy.

6.2 Unlimited Class Bolt-ons cannot be extended as a result of planned or unforeseen closures of Ethos or through the result of you being unable to make use of the full 30-day period.

6.3 The unlimited fair usage policy allows a maximum of two bookings a day for any facilities. If bookings are not needed, they must be cancelled at least 24 hours in advance. If you book a class and do not use your booking on three occasions within a three month period your membership will be suspended for one week. See clause 10.8 for details on how to cancel a booking.
6.4 Unlimited class bolt-ons cannot be refunded or extended as a result of a suspension, holiday or College closure.

7. Access Rights

7.1 Basic Staff, Club Imperial and Club Imperial Gold members have access to the Ethos facilities and services during regular opening hours. See clause 8 for opening hours.

7.2 Club Imperial and Club Imperial Gold members have exclusive use of the main Ethos gym during designated staff-only times, currently Tuesdays from 12.00 – 13.30 and 17.00 – 18.30 and Thursdays from 12.00 – 13.30.

7.3 Club Imperial members have inclusive access to the Ethos gym, swimming pool, sauna, spa and steam room. Club Imperial Gold members have the same access as Club Imperial members as well as unlimited group classes.

7.4 Basic Staff members have access to Ethos facilities and pay staff fees per activity, except the Ethos gym, for which a Club Imperial or Club Imperial Gold membership must be purchased.

7.5 Access is controlled through swipe card access gates located at the main entrance, poolside and gym floor. A current valid Imperial College London ID Card is required to gain access through the control gates. Your specific membership type will determine which areas your ID card will give you access to.

7.6 Last entry is always half an hour before the relevant facility’s closing time.

8. Opening Times

8.1 Details of opening times and availability of facilities may vary and Ethos reserves the right to change these as needed. Current opening times can be found on the Ethos website. Notice of any significant variations will be communicated to all our members.

8.2 Ethos currently operates the following opening / closing times:

- **Term Time**
  - Monday – Friday: 07.00 – 22.00
  - Saturday / Sunday: 08.00 – 20.00

- **Vacation Periods**
  - Monday – Friday: 07.00 – 20.00
  - Saturday / Sunday: 08.00 – 16.00

- **May / August Bank Holidays**
  - 09.00 – 17.00

- **College Closure dates**
  - CLOSED

8.3 You can find the [College term dates](#) and [College closure dates](#) on the College website.

9. Gym and Classes

9.1 You must sign up to an online Sport Imperial Health Commitment Statement (HCS) form before undertaking any classes, using the Ethos gym facility and/or undertaking any other activity within the centre.

9.2 During the registration process you must complete the online orientation.
9.3 If you have any concerns regarding your physical condition, you are advised not to undertake any strenuous physical activity without first seeking medical advice. Sport Imperial reserves the right to refuse access to the gym and fitness facilities to any member if it considers that the health of the individual may be endangered by the use of such facilities.

9.4 You must notify Ethos staff of any circumstances affecting your health, which may be exacerbated through continued use of gym or fitness facilities.

9.5 You should not use any piece of equipment without prior instruction. You should ask a member of the Ethos gym floor staff how to use new or unfamiliar equipment.

9.6 No person under the age of 16 is permitted to use the gym or studio at Ethos.

9.7 All members are required to bring and use a towel while using the gym and attending classes.

10. Booking and Cancelling Activities and Classes

10.1 Availability permitting, the following activities can be booked up to 6 days in advance: classes, badminton, table tennis, basketball, 5-a-side football, volleyball, handball, netball, and squash.

10.2 Bookings can be made online. Payment is required at the time of the booking.

10.3 Users can only make a booking for themselves and any participants they will be taking part in an activity with.

10.4 All bookings in the sports hall have a duration of 55 minutes, commencing on the hour and finishing at 5 minutes to the hour. All users can book for a maximum of 55 minutes per activity on any given date, availability permitting.

10.5 Please note that there is a maximum of four people per court for badminton or table tennis bookings.

10.6 All squash bookings have a duration of 45 minutes or 90 minutes.

10.7 A maximum of two bookings can be held at any one time, with a maximum of 7 bookings in a 7 day period.

10.8 To cancel a studio class booking please visit the College’s ASK portal. Under the “General Request” form provide details including your name, name/date/time of the class you need to cancel. You will need your College log in details to access the system.

10.9 If you cancel your place on a class with 24 hours + notice your name will be removed from the register to allow someone else the opportunity to book on and you will be given the opportunity to rebook a session in its place (where spaces are available).

10.10 If you cancel your place on a class with less than 24 hours’ notice your name will be removed from the register to allow someone else the opportunity to book on however you will not be given the option to rebook a session in its place.

11. Use of Facilities

11.1 You are entitled to use Ethos facilities providing that Sport Imperial may at any time, with notice (where practicable), withdraw all or part of its facilities for any period of time in connection with any cleaning, repair, alteration or maintenance work or for reasons beyond the control of Ethos or Sport Imperial. Sport Imperial will not offer refunds or membership extensions as a result of such closures.
11.2 Appropriate clothing must be worn whilst taking part in any Sport Imperial activities. No jeans or marking shoes are allowed; appropriate swimming attire must be worn while using any pool facilities (pool, spa, sauna and steam room).

11.3 Smoking and the consumption of alcohol or drugs is not permitted in or around any Sport Imperial facility.

11.4 No food, glass bottles or photography are permitted whilst taking part in activities.

11.5 Always show respect for fellow users by keeping noise levels down.

11.6 All personal property must be kept in lockers provided whilst taking part in activities. Sport Imperial is not responsible for any loss or damage to personal property. Personal property cannot be kept in lockers overnight unless you have a locker hire contract in place with Sport Imperial. All belongings left overnight will be removed and remain in lost property for 2 weeks. Any items left in lost property in excess of 2 weeks will be disposed of.

11.7 Sport Imperial reserves the right to refuse admission to Ethos.

11.8 Children under 16 are not permitted to use the facilities with the exception of between the hours of 09.00 – 11.00 on weekends wherein they can use the swimming pool or squash courts if accompanied by an adult member. Children must be over five years old and able to swim a length of the pool unaided.

12. Limitation of Liability

12.1 Sport Imperial cannot be held responsible for any service or equipment not being available for whatever reason. Sport Imperial reserves the right to make alterations to the type of facilities provided, without notice and at its absolute discretion, and Sport Imperial shall not be liable for any loss occasioned by such alterations except so far as such loss is by law incapable of exclusion.

12.2 It is your responsibility to ensure that you are capable of undergoing a routine of exercise provided by any programme that you follow or class that you attend. Members accept the risk of injury from performing exercises and are advised to consult their doctor prior to beginning any class or programme.

12.3 A member shall be responsible for any harm or injury caused to another member or to Imperial College London to the extent that it is caused through a member’s own unsafe or improper use of equipment.

12.4 Imperial College London will not be responsible for any loss or injury to the member to the extent that it is caused by a member’s own unsafe or improper use of the equipment.

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

12.6 Nothing in these terms and conditions shall limit Imperial College London’s liability for:

12.6.1 death or personal injury caused by Imperial College London’s negligence, or the negligence of its employees, agents or subcontractors; or

12.6.2 fraud or fraudulent misrepresentation.

13. Privacy Policy and Communications

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

13.2 For details on how Sport Imperial processes your personal data, please see our privacy policy on the Ethos website.
13.3 If you have any questions or concerns about the processing of your personal data, please contact the College's Data Protection Officer via email at dpo@imperial.ac.uk, via telephone at 020 7594 3502 or by post at Imperial College London, Faculty Building, Level 4, London SW7 2AZ.

13.4 We will only communicate with you by telephone, email or instant messaging about changes to our memberships or services that may affect you, if you have signed up to participate in a specific event or programme, to send you relevant notifications or if we are asking for survey feedback on our services.

13.5 You will not receive any promotional communications by email or SMS unless you specifically opt in to receive such communications.

14. Imperial Westway Staff Memberships

14.1 Imperial College London Staff members with a Club Imperial or Club Imperial Gold membership who work at the White City campus are eligible to access a discounted rate on a gym membership at the Westway Sports Centre, in lieu of an Ethos membership. The membership fee is the same as the Club Imperial membership (£27.50). Payment is made directly to Westway Sports Centre. The membership is inclusive of gym and group fitness classes. For the avoidance of doubt, Sport Imperial is not responsible for any facilities or services provided by the Westway Sports Centre.

14.2 Staff who opt to take the Westway membership will be unable to use the Ethos gym, however they will have free access to the Ethos swimming pool and other Ethos facilities at the staff rate.

14.3 If you wish to join the Westway Sports Centre, you will need to first cancel your Ethos membership and follow the joining instructions on the White City facilities page.