

General terms and conditions Student Sports Centre Eindhoven (SSC)

1. Sports membership

- A valid sports membership is compulsory for participating in the sports program and using all of SSC's indoor and outdoor facilities (sometimes at an additional charge).
By paying for his/her sports membership, each participant declares that he/she agrees to these regulations.
- The minimum age for buying a sports membership is 16.
- The sports membership is checked on arrival by means of a 'scan'. On arrival, members must use the pole with scanner.
- Sports card holders are obliged to have their sports membership checked during and around sports activities by means of a scan (at both indoor and outdoor accommodations) when an authorized SSC staff member (or an SSC designated person) so requests. If a sports card holder does not have a valid membership at that moment, the sports activities of that sports card holder will be terminated immediately.
- The foregoing also applies to participation in program components of the SSC at outdoor locations, to participation in competitions, to unorganized sport and to membership of the student sport association.
- The purchase amount of the sports membership must be paid in advance in a lump sum; payment in installments is therefore not possible.
- The sports membership cannot be terminated prematurely, and only in very special circumstances, after a decision of the SSC director, be converted into a different type of sports membership.
- The sports membership is personal and cannot be transferred to another person.
- Within ten days of purchasing the sports membership, the buyer will be entitled to a refund of the full purchase amount (without having to state reasons), on condition that the sports membership has not been used. However, there can be exceptions where a (partial) reimbursement in all reasonableness may be possible. These cases will be judged by the SSC director if a valid reason has been given by the sports card holder.
- In the event of fraud or improper use, the sports membership will be deactivated



immediately and the sports card holder can contact the SSC director to try to get the sports card back. The SSC director will decide when the membership will be reactivated. In the event of repeated fraud or improper use, a sports card holder will be barred from the SSC forever.

- The SSC will always report fraud or improper use to the police.

2. Accommodation

- Sports card holders are expected to take notice of our house rules when using our facilities and always comply with these house rules. Our house rules, also for the fitness, can be found here: [SSC House Rules](#).
- The normally written and unwritten applicable rules and decency standards of conduct must be observed at the locations of the SSC. This is at the discretion of the authorized staff members of the SSC. If applicable rules of conduct are breached, access to the locations may be denied and/or the sports membership may be terminated. Directions and instructions of the SSC staff should always be followed.

3. Liability

- The SSC holds itself never liable for any damage or injury caused to persons involved in activities in their facilities due to whatever chance or accident, or for the loss or theft of or damage to items belonging to the user which are kept in the sports areas. Users are therefore urgently advised to take out third-party insurance and accident insurance for themselves.
- The SSC advises users to use the lockers available at the accommodation.
- All persons using the SSC and the outdoor locations do so at their own risk.
- The SSC has a lost-and-found protocol.
- Sports card holders are urgently advised to check whether they are insured against the risks attached to playing sports. Participants in the sports program must take out insurance themselves.
- If buildings and/or sports materials are damaged or vandalized, the perpetrator will be held liable for this damage/vandalism. Theft will be reported to the police at all times.



4. Privacy

- TU Eindhoven and the SSC treat all personal data in compliance with the Personal Data Protection Act (Algemene Verordening Gegevensbescherming).
- Personal data will never be shared with third parties without permission.
- Contact details are used only by the SSC. Contact details may be used for informing sports card holders on subjects such as news, promotions and cancellations and to check the sports card status of members of the student sports clubs.
- The personal profile, including stored data such as visits and reservations, can be accessed only by a number of staff members of the SSC who need this information for the performance of their duties. This data is used only for the purpose of improving the services and is not shared with third parties.
- All profiles will be anonymized after one year and one day of inactivity.

5. Bookings

- Sports card holders can cancel bookings free of charge.
- Sports card holders are responsible for the loss of materials and damage to the accommodation.
- If a sports card holder books a court or the sauna online but fails to honor this booking, he will receive a written warning (e-mail). On each subsequent occasion when the sports card holder fails to honor his online booking, the option to book online will be blocked for this sports card holder.

6. Smoking policy

- In, outside and around the SSC it is not allowed to smoke. This info can also be found in the [SSC house rules](#).