



Your lifestyle. One village.

Bookings &  
Registrations  
**Terms and  
Conditions**





These terms and conditions apply to all facilities under the operation of Aberdeen Sports Village Ltd. (ASV), who reserve the right to amend or replace these terms and conditions at any time and without prior notice.

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# Part 1: General

- 1.1** ASV reserves the right to make alterations or carry out essential repairs or maintenance without prior notice, although every consideration will be made to minimise inconvenience. For planned, major refurbishment, users will be provided with a minimum of one month's notice.
- 1.2** ASV is recognised as a premier sporting facility and may be requested to host international, national and local events. Whilst hosting such events, access to the facility will be limited to accommodate them. ASV users / members will be given prior notice.
- 1.3** All exercise carries risk and by taking part in exercise within our facilities you accept this risk. If you are not sure whether you should exercise, you should seek medical advice first.
- 1.4** ASV reserves the right to refuse entry at all times and to terminate memberships with immediate effect:
  - a. If you commit a serious or repeated breach of these terms and conditions.
  - b. If, in our reasonable opinion, your behaviour is unacceptable, likely to endanger other users, staff or visitors, or to adversely affect the reputation of ASV.
  - c. If any amounts you owe us remain unpaid 30 days after the due date.
  - d. If, at the time of a membership or booking application, you knowingly provide us with details that prove to be false and that those details reasonably affect our decision to grant you access.
- 1.5** No individual may carry out paid teaching, education or coaching activities on the premises without the express, prior permission of ASV.
- 1.6** Non-member and pay as you play (PAYP) access is subject to availability and may be restricted at certain times.

## Part 2: Bookings

- 2.1** For all one-off bookings members may book facilities up to 8 days in advance. Non-members may book on the day they wish to attend.
- 2.2** You will be required to pay in advance for any booking/activity. Once a booking/activity has been made and paid for it is then non-refundable unless ASV cancels the booking. Until the booking is paid for, the space will still be available for booking by others.
- 2.3** ASV may offer groups facility hire by invoice payment. Those who have an invoicing account will be sent an invoice no later than one calendar month following the booking and invoices should be paid within 14 days of receipt. For those making adhoc bookings with invoicing payment, these must also be paid within 14 days of receipt, unless the booking is within 14 days, in which case payment will be required prior to the booking.
- 2.4** For those groups who will be invoiced for payment, the following cancellation policy will apply to all confirmed bookings:
- a. 75% cancellation fee - if cancelled on day of the booking.
  - b. 50% cancellation fee - if cancelled on day prior to the booking.
  - c. 25% cancellation fee - if cancelled within 14 days of booking but outwith 2.4a and 2.4b
- Cancellation fees may vary for full day and event bookings.
- 2.5** Any applicable discounts will only be provided if eligibility of entitlement is provided. For discounts to apply to bookings the majority of users of the booking must be eligible for the discounted category and proof of entitlement must be provided at the beginning of every session.
- 2.6** Any set up and take down of equipment must be completed within your booked time slot.



## Part 3: Training Course Bookings

- 3.1** Applications will only be accepted with the payment required at time of booking. Any deposits are non-refundable.
- 3.2** If your course requires you to have a particular qualification, you must provide proof of that qualification when enrolling.
- 3.3** ASV has the right to cancel the course with 2 weeks' notice; in this case the attendee has the option to receive a full refund on return of all course material, or transfer to a later course.
- 3.4** For each course, full attendance is required unless a medical certificate is produced. In this case the attendee may transfer to a later course to complete any remaining hours.
- 3.5** Failure to attend your allocated course will result in you losing your full course fee, space, and right to attend any alternative course.
- 3.6** Transfer and cancellation requests received by ASV prior to the start of the advertised course start date will incur an administration charge of £30, subject to course availability. Transfer requests must be submitted a minimum of 3 weeks before the course start date.



## Part 4: Inductions

- 4.1 An Induction or completion of a self-declaration of competency is required by all users wishing to use the gym and athletics areas of ASV.

## Part 5: Liability

- 5.1 ASV will not accept any liability for any accident or injury (including fatality) to any user that may occur on premises owned or operated by ASV other than liability which may arise from the gross negligence or willful misconduct of ASV, its staff or agents.
- 5.2 ASV's liability for damage to or loss of users' property, including theft or loss of items from lockers, is strictly limited to damage or loss suffered as a result of the negligence of ASV staff or agents.

## Part 6: Data Protection

- 6.1 Aberdeen Sports Village collects and uses personal information from our members, our staff and visitors. We do this so we can provide our range of exercise, fitness and wellbeing services in our world class sporting facilities. We also need to comply with legal requirements, for example health and safety. More information on how we use personal data is in our [Privacy Notice](#).

# Our Values

## Inspiring

ASV is inspiring. From attracting and developing the best people, to the facilities and services we provide to customers, that will always be current, innovative and best in class offering opportunities for everyone to enjoy, train and compete.

## Friendly

ASV is friendly. We have a warm, cheery and genuine smile for every customer and each other. Everyone will feel welcome and at ease here. We will always build on our reputation for customer service excellence.

## Positive

ASV is positive. We look for solutions not problems, have a “can do” attitude and we build loyalty and trust with customers and each other.

## Dynamic

ASV is dynamic. We are energetic and enthusiastic in all that we do, creating a buzz and vibrancy throughout our village.

**We are Team ASV**







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