

## TERMS AND CONDITIONS AND PRIVACY POLICY

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### A. ELIGIBILITY TO JOIN

- All applicants aged 16 or above and are physically and mentally fit are eligible to join our exercise classes.
- Applicants aged between 12-15 need to acquire prior approval from The Centre for Sports and Exercise/Active Health Clinic to join the classes and are required to be accompanied by their parent/guardian at all times.
- Only HKU Staff, Students, and Membership Card holders (with valid HKU/Sports Member Identity Card) are eligible for the adjusted class fee. The card validity will be checked at the first session of the class.

### B. REGISTRATION & FEES

- Spaces are allocated on a first-come-first-served basis, all registrations should be submitted through the ONLINE REGISTRATION SYSTEM and NO WALK-IN ENROLMENT will be accepted on-site.
- No reservation or enrolment by phone or email is accepted. Places will only be reserved when the online registration and payment is completed.
- All registration must be completed through the online registration system accurately. If you have any problems with registration, please contact B-Active reception staff (Tel: 3910-2612 Email: csehealth@hku.hk) for assistance.

Office Hours: Monday – Friday at 7:30am – 10pm  
Saturday at 7:30am – 8pm

- Registration fees must be paid through the online registration system by using Visa/Master card Alipay?. No cash or cheque payment will be accepted unless special arrangements were arranged by our Administrators.

- Email confirmation to confirm the place will be sent to participants once the registration and payment is accepted.
- Please bring along your HKU Identity Card (Staff, Student or Membership Card) or HKID card to all the classes to verify your identity for participation in the class. Failure to produce an Identity Card may lead to access restriction, without any make-up of the missed class.
- All payment is NON-REFUNDABLE and NON-TRANSFERABLE.
- The Centre for Sports and Exercise/Active Health Clinic reserves the right to change course times, venues, and dates at its discretion. Participants will be notified of any changes in advance whenever possible.
- The Centre for Sports and Exercise/Active Health Clinic reserves the right to cancel courses due to insufficient enrolments. All efforts will be made to place participants in a similar course.
- By submitting this enrolment, YOU ACKNOWLEDGE THAT YOUR ELECTRONIC SUBMISSIONS CONSTITUTE YOUR AGREEMENT AND INTENT TO BE BOUND BY AND TO PAY FOR SUCH ENROLLMENTS AND TRANSACTIONS. YOUR AGREEMENT AND INTENT TO BE BOUND BY ELECTRONIC SUBMISSIONS APPLIES TO ALL RECORDS RELATING TO ALL TRANSACTIONS YOU ENTER INTO ON THIS SITE, INCLUDING NOTICES OF CANCELLATION, POLICIES, AND APPLICATIONS.

#### **C. CANCELLATION AND ABSENCES FROM CLASS**

- Please be aware of the time slots of the different classes and choose the most appropriate course time and date carefully in order to avoid conflicting time schedules. Any request for course withdrawal after confirmation is issued is not allowed and NO REFUND can be made.
- No make up class, credit or refund will be given for a participant who misses a session for any other reason.
- No refund will be made, unless a class is cancelled due to insufficient numbers. No refund, credit or make up class will be given for a participant who misses a session for any reason.

#### **D. REFUND POLICY**

- All payment, credit voucher, in addition to unused credit balances are NON-REFUNDABLE and NON-TRANSFERABLE.
- All the unused balances of vouchers are non-transferable and cannot be returned for a cash refund (except as required by law).
- In the event of bad weather situations or any other exceptional situations, the session/s may be cancelled, and make-up class(es) will be arranged.
- Participants will be offered credit vouchers for class cancellation due to bad weather or other reasons and NO REFUND will be made.
- The Centre for Sports and Exercise/Active Health Clinic is not responsible for any risk of loss of the code of credit voucher.
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## E. WEATHER POLICY

- In the event of bad weather situations or any other exceptional situations, the session/s may be cancelled, and credit voucher will be issued. Participants will be contacted via email/SMS text message at least 45 minutes prior to session commencement if cancellation is to be made.
- Make up classes may be arranged or participants will be offered credit vouchers for class cancellation due to bad weather and NO REFUND will be made.
- When black rainstorm signal or Typhoon Signal 8 or above is raised, all sessions will be automatically cancelled. Classes will resume three (3) hours after the lowering of the black rainstorm or Typhoon Number 8 warning, unless other arrangements are communicated. Credit voucher or make up class will be arranged if class cancelled due to black rainstorm signal or Typhoon Signal 8 or above.

## F. PARTICIPANT RESPONSIBILITIES

- Please sign-in at least 5 minutes before the class starts.
- To avoid class interruption, once class starts, participants will not be allowed in. No refund or make up will be provided for late attendees.
- Once the session is finished, participants who are not eligible to use the CSE Facilities will be required to leave the premises.
- Participants shall obey the rules and regulations governing CSE facilities.

## G. PHOTOGRAPHY AND MEDIA CONSENT

- The Centre for Sports and Exercise/Active Health Clinic may use photos or videos taken during sports classes for use in promotional materials and on our website. These photos or videos will not be passed onto third parties. If you do not wish us to use photos or videos that include you, please contact us.

## H. COLLECTION OF PERSONAL DATA

- The personal data you provide in this form will be used for your application, admission to the program, education, and general marketing purposes. We will also provide you with further information about our programmes / courses. You always have the right to request us to stop using your personal data for marketing communications to inform you of our programs by sending a written unsubscribe request to The Centre for Sports and Exercise/Active Health Clinic at any time. All reasonable steps will be taken to ensure that data will be kept secure against unauthorized access, loss, disclosure, or destruction in line with the Personal Data (Privacy) Ordinance (Cap. 486).

## I. LIABILITY WAIVER

- I hereby affirm that I myself or my child is in good physical condition to exercise. My/his/her participation is purely voluntary and in no way mandated by The University of Hong Kong. Also, I understand that I can stop my/his/her training anytime if I/he/she has any discomfort or even without any reason. In no event shall The University of Hong Kong, its officers, employees, or agents be held liable for any injury, death, or property loss which we may suffer during the activities if caused by either our own negligence, inadequacies in health and fitness or by accident.