

GENERAL CONDITIONS

General conditions for memberships at InTension Health Club Scheveningen

Yearly memberships:

The 'Yearly memberships' are the 'FITNESS PLUS' membership and the 'FITNESS PLUS & GROUP LESSONS' membership. They start at the day of registration and last for at least one full year (= 12 full payments). These yearly memberships have a one month notice to cancel. The one month notice starts on the first day of the following month. The yearly memberships are from the age of 16 years.

Monthly membership:

The monthly membership starts at the day of registration and last for at least one full calendar month (= 1 full payment). These membership have a one full calendar month of notice to cancel. The one month notice starts on the first day of the following month. The monthly membership is from the age of 16 years.

Subscribing:

Subscription has to be done in person, at the reception desk by means of the registration form. There is an entrance fee. Ex-members with a membership which is not valid for more than two months need to pay the entrance fee again by subscribing for a new membership. In case of loss of the membership card you need to pay € 5 for a new card.

Trial period:

The above mentioned yearly memberships include a one month trial period. For example: if your membership starts on the 10th of April, your trial period will run until the 10th of May. In this period it is possible to try out the membership. After this period the membership can be cancelled, by means of a short cancel procedure. Should you wish to stop the membership during this trial period, then the membership will be ended on the first day of the next month. Cancelling of the membership has to be done in person, at the reception desk, where we give you a special cancellation form. After you have filled in the cancellation form, you receive a confirmation of your cancellation. It's NOT possible to cancel the membership by email, fax, letter or telephone.

Payment:

The fee amount for the first month is according to the amount of days left in that first month and based on the regular price of the membership you have chosen. This first amount including the fee for the starting package need to be paid in cash or by pin on the day of the subscription. After the first month the memberships are paid in advance by SEPA direct debit before the first of the new month. You authorize InTension Health Club to debit the membership fee from your bank account.

Payment conditions:

In case it is not possible to debit the membership fee from your bank account before the first of the new month, we are obliged to charge you an extra €3,- for administration costs. This will be debited during the next month's payment. The amounts invoiced

by the InTension Health Club should be paid within 10 days after the date of the invoice. By no-payment or payment after 10 days all the costs (including all the extra costs made by the debit office and the legal interest fee) have to be paid by you. We do not refund monthly membership fees (except in the case of incorrect payments made). This also applies where there are forces at play outside of our control (i.e. calamities or natural disasters).

Cancellation:

The above mentioned yearly memberships have a minimum duration of one full year (= 12 full payments) and a one full calendar month of notice to cancel. The monthly membership have a minimum duration of one full calendar month (= 1 full payment) and a one full calendar month of notice to cancel. The one month notice starts on the first day of the following month. Cancelling of the membership has to be done in person, at the reception desk, where we can give you a special cancellation form. After you have filled in the cancellation form, you receive a confirmation of your cancellation. It's NOT possible to cancel the membership by email, fax, letter or telephone.

Price changes:

InTension Health Club is entitled to change the opening times, lesson times and rates at any time. InTension Health Club reserves the right to close the club during public holidays without this resulting in a reduction in membership fees or refunds. We reserve the right to adjust opening times, also in situations where there are forces at play outside of our control (i.e. calamities or natural disasters). InTension Health Club has the right to change the prices of the current memberships once a year. InTension Health Club informs you of the coming changes by email. Therefore, it is necessary that we have your correct email address in our files.

Pregnancy, injuries & operations:

In case of medical indications it is possible to pause the membership for the minimum of one month and the maximum of six months. This concerns situations in which your doctor, physiotherapist or fitness instructor has forbidden you to make use of the facilities we offer. To make this pause possible, we kindly ask you to show us a doctor's note at the reception desk. The direction of InTension then discuss with you how to proceed. This period of interruption doesn't count as a period of membership. In case of cancellation of one of yearly memberships the minimum payment conditions should be full filled.

Responsibility, injuries & solarium:

We ask you to stick to the instructions and training schedules as provided by our instructors. You need to remain posted on possible changes of the house rules and regulations. InTension Health Club cannot be held responsible for injuries, neither for loss or theft of personal properties. The use of our facilities and the solarium is at your own risk and responsibility.