

MOVEO Terms of Service

1. For new users of services

You can register as a MOVEO client in the LUT-Shop. Client information is used only for MOVEO activities and will not be given to third parties. By registering, the client agrees to the Terms of Service.

2. Membership prerequisites

To become a member, one must be a full-time higher education student, a member of the university staff (LAB University of Applied Sciences or LUT University), a Master's degree student or an exchange student.

3. Insurance

MOVEO services do not include insurance coverage. Clients must themselves take care of acquiring any needed accident insurance.

4. MOVEO's responsibilities

- MOVEO offers a diverse range of quality fitness services to promote well-being and ensures that the facilities and equipment are in proper working order and safe for users.
- MOVEO is not responsible for personal injuries or material damage occurring in its facilities to visitors or to their personal property unless the incident occurred as a result of negligence on the part of the service provider.
- MOVEO reserves the right to change the Terms of service, service contents and actions, limit the number of participants in a class or cancel services due lack of participants or other reason without reimbursement. Cancellations of MOVEO services due to obstruction of an instructor, an issue with facilities or a force majeure will be announced via MOVEO information channels. MOVEO is not responsible for errors or

problems caused by force majeure or third-party actions regarding any MOVEO service.

5. User's responsibilities

- By using the services provided by MOVEO the customer commits to following valid MOVEO terms of service. Terms of service are available in customer service points and MOVEO FACEBOOK site. Changes in the terms of service will be announced at customer service points and MOVEO FACEBOOK site.
- MOVEO's membership card and tag are personal and are not to be given to third parties.
- When attending an instructed class, the client must have a valid membership card.
- If client is not able to attend a reserved class, reservation must be canceled in the reservation system. If client repetitively does not attend reserved classes restrictions to services may be applied.
- One must respect others when using sport services and follow the rules issued by MOVEO.
- If a client finds any of the material in the sports facilities to be out of order, disturbing behavior or something else exceptional, MOVEO's personnel is to be informed ASAP.
- Customer must take safety into consideration while working out.
- If the client brakes MOVEO's sport equipment, client is responsible to compensate them to MOVEO.

6. Cancellation of services by MOVEO

- MOVEO's membership card is personal. The paid MOVEO fee is not refundable.
- Individual or group services that are cancelled by the instructor/trainer or due to some impediment will be announced on the reservation web page <https://moveo.avoinna24.fi> at least 3 hours before the start. In force majeure cases (such as sudden illness, injury or technical problems), the cancellation may occur later.
- If the number of participants on a group service is repeatedly below 3, the service may be removed from the selection.

- On the classes that are organized by third-parties, organizers' terms of service are applied
- In exceptional cases, sports facilities may need to be shut down during the sports season (e.g. for repairs or maintenance work).

Terms of services are valid until further notice.

Enjoy the sport!