



## Terms and Conditions for payment of Memberships and Event Tickets

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This policy brings together new terms and conditions for bought memberships, a revised terms and conditions for event ticket sales and new terms and conditions for refunds. The existing Life Membership terms and conditions have been incorporated into this policy.

## 1. Memberships

### 1.1 General

- 1.1.1 Any member of GCU Students' Association, as define in [Schedule 1 of the Constitution](#), may buy a membership from an affiliated club, society or group. Memberships are issued subject to the Rules and Regulations of GCU Students' Association.
- 1.1.2 The Membership is valid from the date of payment until the date stated on the email receipt.
- 1.1.3 The Membership fee can be paid through the Students' Association [website](#) or at the Students' Association Welcome Desk. The fee for Sports Club Membership is annually set by the Sports Council and the fee for joining a Sports Club or Society is annually set by each affiliated club and society.
- 1.1.4 The Club, Society or Group Membership is strictly non-transferable and cannot be frozen or resold to a third party.
- 1.1.5 Any Club, Society or Group Membership Card must be shown on request to any Club, Society or Group Committee Members, GCU staff or Students' Association staff.
- 1.1.6 Members are subject to all rules and regulations in force at the time. Members must abide by GCU Students' Association Discipline Code outlined in [Schedule 3 of the Constitution](#). Failure to abide by the Discipline Code could result in suspending your membership and/or termination of your Club, Society or Group Membership without refund.

### 1.2 Sports Club Membership

- 1.2.1 Members are required to purchase the Sports Club Membership to be able to join a Sports Club\*. This can be done through the Students' Association website or at the Students' Association Welcome Desk. \*Restrictions apply to single-gender teams.
- 1.2.2 The Sports Club Membership includes Essential Personal Accident Insurance. More information: [www.gcustudents.co.uk/sportsinsurance](http://www.gcustudents.co.uk/sportsinsurance).
- 1.2.3 Sports Club Members must have read and understood the following statement and have agreed to act in accordance with it:

*Sport participation can involve an above average element of risk, sometimes in an environment where professional medical and rescue support is not immediately available. Safety is of paramount importance and before participating in any sports activity it is your responsibility to ensure that you fully understand the exact nature of the activity, the risks involved, the skill levels required and the equipment needed for safe participation. It is also your responsibility to notify your next of kin of your intention to participate and obtain clearance from your GP if you have any medical condition or previous injury that may affect the safety of yourself or others and communicate this to any coach or instructor present.*

- 1.2.4 All Sports Club members must act in accordance with the advice provided by an instructor or coach and in accordance with all notices suitably posted throughout any facilities and shall not abuse any equipment.

## **1.3 Life Membership**

- 1.3.1 Life Membership entitles members to access the Students' Association Building and services (excluding the Advice Centre and 24 Hour Computer Lab). It can be bought from [www.GCUstudents.co.uk/lifemembers](http://www.GCUstudents.co.uk/lifemembers). It is not membership to Glasgow Caledonian University.
- 1.3.2 The Students' Association has no control over GCU facilities or services. However all graduates of GCU automatically become alumni members of the university. More information: <http://www.gcu.ac.uk/alumni/>.
- 1.3.3 Life Members are responsible for their own or their guests' actions within the Students' Association Building and must always accompany guests while they are in the building or at events.
- 1.3.4 Life Members may not participate in the democratic activities of the Students' Association. This includes not being on club, societies or group committees.
- 1.3.5 Life Membership may be granted to any former GCU student who completed at least one trimester studying at GCU.
- 1.3.6 Life Members shall be issued with a membership card. There is a replacement charge of £5 per card for all lost/stolen membership cards. The card remains the property of GCU Students' Association.
- 1.3.7 All Life Members may be required to show their membership card, as proof of membership, and shall surrender it to any employee of the Students' Association or GCU Security on demand.
- 1.3.8 To join an affiliated Sports Club or Society will require an annual payment for their membership.
- 1.3.9 Life Members cannot participate in BUCS or SSS fixtures.
- 1.3.10 Membership is granted, and may be withdrawn at the discretion of the Students' Association.
- 1.3.11 Life Members must abide by all the regulations of the Students' Association.

## **2. Event Tickets**

- 2.1 Tickets are issued subject to the Rules and Regulations of GCU Students' Association or Venue.
- 2.2 Defaced or illegible tickets will not be accepted.
- 2.3 The Students' Association and/or Venue Management reserve the right to refuse admission, without refund, should members breach any rules and regulations of the Students' Association or the Venue.
- 2.4 Venue Management may on occasions have to conduct security searches to ensure the safety of the patrons.
- 2.5 The payment of a ticket does not necessarily guarantee entry into a venue, but those without a ticket shall be refused entry to the venue.
- 2.6 At times the Students' Association or Venue may allow ticket holders to choose their preferred seat, however this cannot always be guaranteed.
- 2.7 Dietary requirements must be specified at the time of booking. Requirements submitted after the booking deadline cannot be guaranteed to be met.
- 2.8 Where events have limited tickets, tickets are issued on a first come, first served basis. Tickets are only considered reserved once payment has been completed. Completion of the online form does not constitute a reservation until such time as payment has been received.
- 2.9 Tickets are sold subject to the Students' Association or Venue's right to alter or vary the programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets.

- 2.10 The Students' Association or Venue accepts no responsibility for personal property.
- 2.11 It is common at that there is photography, filming or sound recording at events for the Students' Association (or affiliated clubs and societies) website, social media or publications. The photographer will normally inform individuals or groups for the purpose of the photography/filming and how the photos/video will be used and give individuals time to opt-out if they wish. An individual can email [hello@GCUstudents.co.uk](mailto:hello@GCUstudents.co.uk) and asks for their photograph not to be used. Consideration to all the circumstances in that particular matter will be given before deciding what action is practical and reasonable.
- 2.12 Ticket holders must comply with all relevant statutes, safety announcements and venue regulations whilst attending any event.
- 2.13 Members may buy tickets for guests for certain events. The behaviour of guests is the responsibility of the member who bought the ticket or the Club, Society or Group allowing guests to attend without having to buy a ticket through [www.GCUstudents.co.uk](http://www.GCUstudents.co.uk) or the Students' Association Welcome Desk.
- 2.14 Breach of any of these conditions or unacceptable behaviour likely to cause damage, nuisance or injury shall enable the venue or Students' Association to eject the ticket holder from the venue without a refund.
- 2.15 Members at events are subject to all rules and regulations in force at the time. Members must abide by GCU Students' Association Discipline Code outlined in [Schedule 3 of the Constitution](#). Failure to abide by the Discipline Code could result in suspending your membership and/or termination of your Club, Society or Group Membership.

### **3. Refunds and Cancellations**

Refunds shall only be made to the person who bought the Tickets or Membership and, when possible, be made using the same method as was used to buy the Tickets or Membership.

#### **3.1 Sports and Societies Memberships**

- 3.1.1 Members who have bought a paid membership, such as a Sports Club Membership, Sports Club Joining Fee or Society Membership have a right to cancel their membership in writing within 14 days from the date of payment for a full refund.
- 3.1.2 A refund will be considered for a Sports Club Membership and/or Sports Club Joining Fee in cases of continuing debilitating or serious illness where it can be demonstrated that exercise may be detrimental. A refund in this instance would only be for the remaining value of the membership.
- 3.1.3 Requesting a refund for a paid memberships must be done in writing to the GCU Students' Association Finance Manager, for instance by emailing [finance@GCUstudents.co.uk](mailto:finance@GCUstudents.co.uk), and members may use the [Standard Cancellation Form](#).

#### **3.2 Event Tickets**

- 3.2.1 Members who have bought a paid event ticket can request in writing within 7 days from the date of payment for a full refund of the ticket bought, up until 14 days before the event is scheduled to take place.
- 3.2.2 GCU Students' Association or Venue cannot be held responsible for any tickets which are lost or stolen. Tickets bought from [www.GCUstudents.co.uk](http://www.GCUstudents.co.uk) or from the Students' Association Welcome Desk can be re-printed from [http://www.gcustudents.co.uk/user\\_groups/tickets](http://www.gcustudents.co.uk/user_groups/tickets).
- 3.2.3 If the event you have booked for is cancelled or rescheduled you are entitled to a full refund of the ticket, except where an outdoor event is cancelled or curtailed because of adverse weather.

- 3.2.4 Requesting a refund for an event ticket must be done in writing to the GCU Students' Association Finance Manager, for instance by emailing [finance@GCUstudents.co.uk](mailto:finance@GCUstudents.co.uk), and members may use the [Standard Cancellation Form](#).

### **3.2 Life Membership**

- 3.2.1 Members who have bought a paid Life Membership have a right to cancel their membership in writing within 14 days from the date of payment for a full refund.
- 3.2.2 Requesting a refund for a paid Life Memberships must be done in writing to the GCU Students' Association Finance Manager, for instance by emailing [finance@GCUstudents.co.uk](mailto:finance@GCUstudents.co.uk), and members may use the [Standard Cancellation Form](#).

## **4. Review and Monitoring**

These terms and conditions will be reviewed by the Chief Executive, as and when required. These terms and conditions will also be reviewed and amended if changes in legislation occur and where the terms and conditions no longer meet the minimum statutory requirements. The Trustee Board will approve any changes to these terms and conditions.