

Asgard Membership Terms and Conditions

Updated 7th February 2023

1. General Terms and Conditions

- a. Asgard (the premises of entity 'Asgard Fencing Pte Ltd'), is a member's club.
- b. Entry into Asgard is limited to members and guardians, or non-members approved by Asgard management.
- c. The number of Asgard Memberships (an active subscription to 'Asgard Fencing Pte Ltd') available is limited.
- d. Asgard reserves the right to refuse Membership to any individual without cause.

2. Membership Fees

- a. Membership can be purchased via the Asgard website.
- b. Memberships purchased are recurring and automatically charged every month.
- c. **All Memberships purchased are non-refundable.**
- d. We allow for Memberships to be put on hold for any reason, if the account is active and up to date. **Each Membership can only be placed on hold for a maximum total of 60 days in each calendar year.**
- e. Membership extension/holding requests must be done through our website, under the 'Bookings' tab.
- f. Asgard Membership will be inclusive of Asgard's yearly staff break, from 25th December to 1st January.

3. Membership Extensions / Make-up Classes

- a. Only regular memberships (Flexi or Performance) are eligible for membership extensions
- b. Membership extension requests **must** be done through our website, under the 'Bookings' section.
- c. We allow for Memberships to be extended for any reason, if the account is active and up to date. **Each Membership can only be extended for a maximum total of 60 days in each calendar year.**
- d. Members are allowed to do make-up classes for missed classes. **However all make-up classes must be completed by the end of the following month.** Any balance make-up classes will be forfeited by the end of the following month.

Eg. If a member missed 2 classes in January, he/she has to utilise the 2 additional classes by end of February.

4. Individual Lessons

- a. Individual lessons are purchased via the Asgard website.
- b. Individual lessons purchased as non-refundable.
- c. Individual lessons can be rescheduled up to 6 hours before the start of the original lesson, at no additional cost.
- d. Individual lessons cancelled less than 6 hours before the start of the lesson will not be eligible for refund or rescheduling. This is also applicable to no-shows.

5. Health and Safety

- a. Members (individuals with an active 'Membership') must acknowledge that fencing is a strenuous physical activity and may not be suitable for all persons.
- b. Members must acknowledge that improper usage of equipment or non-adherence to instructions may result in injury or death.
- c. Members acknowledge that they are in good physical condition before participating in any activity at Asgard.
- d. Members must not participate in any activities at Asgard if they are not feeling well.
- e. Members agree to provide Asgard with all relevant health information both before and during the course of activities at Asgard.
- f. Members under the age of 18 are required to obtain consent from a parent or guardian before engaging in activities at Asgard.

6. Member Conduct

- a. Members must comply with all directions and instructions given to them by Asgard staff members.
- b. Conduct which threatens the safety of other Members or Asgard staff may lead to the suspension or cancellation of Membership, without refund. Asgard may refer the matter to appropriate authorities.
- c. Conduct which leads to the damaging of Asgard equipment and property may lead to the suspension or cancellation of Membership, without refund. Asgard may request for compensation for damages caused.
- d. Asgard maintains a zero-tolerance policy for abuse of staff and/or other members. Any form of abuse - physical, verbal or otherwise, by Members or their family members / guardians / associates, may lead to the suspension or cancellation of Membership, without refund. Asgard may refer the matter to appropriate authorities.
- e. Members acknowledge that engaging in any commercial or business activity at Asgard, such as offering services or products, is prohibited unless permission has been granted by Asgard management.
- f. **Members acknowledge that video recording of classes at Asgard are prohibited, unless permission has been granted by Asgard management.**

7. Privacy and Personal Data

- a. For the purpose of carrying out Asgard's business, you may be requested to provide personal data such as, but not limited to, the following:
 - i. Full name
 - ii. Address
 - iii. Payment details, including credit card information
 - iv. Contact details, including telephone number and email address
- b. Members acknowledge that all activities on Asgard premises may be recorded on our CCTV cameras. Video recordings may be accessed if there is any investigation by relevant authorities.