

General Terms and Conditions for the Student Sports Limburg App:

Contents

General Terms and Conditions for the Student Sports Limburg App:.....	1
Contents.....	1
Welcome.....	1
Sports Card.....	1
User Types.....	2
Types of Offerings.....	2
Enrollment.....	2
Unsubscribing.....	2
Registration.....	3
Refunds for the Sports Card.....	3
Refunds for Activities.....	3
Insurance in Case of Accident.....	3
Contact.....	4

Welcome

Welcome to the Student Sports Limburg app. This app is specially developed for the students of UHasselt, UCLL, PXL, and Luca (C-mine campus). Anyone can download the sports app, but only the mentioned students can verify themselves with their respective College/University. Once verified, you can purchase a sports card.

Sports Card

The app provides a clear overview of the various sports activities offered on and around the campuses, but the world of SSL (= Student Sports Limburg) truly opens up when you purchase the sports card. With the sports card, you can swim for free in Genk and Hasselt, ice skate for free, and participate in numerous weekly sports activities for free.

To purchase a sports card, you must link a Ping.Ping account in the app. If you already have an account (students of PXL and UHasselt automatically have an account), log in with your student number and the password for your Ping.Ping account. To create or reset a password, go to UHasselt-pxl.mynetpay.be. If you do not have a Ping.Ping account (students of UCLL), you can create an account through the app. After loading €30 onto your account, you can use this balance to purchase a sports card, and you can

immediately download a certificate in your profile for (partial) reimbursement from your health insurance.

User Types

Within the app, we distinguish between different types of users:

- **Ordinary (external) user:** Anyone can download the app. Once you've done this, you become an ordinary user. These individuals can explore the offerings and (sometimes) participate in activities, for a fee. Note that this user is not insured by any of the educational institutions or SSL. They will need to obtain their own insurance.
- **Verified user:** This user is linked to one of the educational institutions, specifically a student. This user can participate in many activities but always for a fee. Only a verified user can also purchase a sports card.
- **User with a sports card:** This user has chosen to purchase a sports card and can participate in all activities, often for free. They can also use the free swimming and ice skating sessions. Only special lesson series (e.g., padel) require separate payment, but always at a more favorable rate than a student without a sports card.

Types of Offerings

We distinguish the following types in our sports offerings:

- **Fixed weekly program:** Weekly sports activities where you can freely join throughout the year. You register per lesson.
- **Introductory lesson series:** A series of lessons that build on each other, so it is not possible to join during the year. You register and pay for the entire series at once. Unsubscribing or getting a refund is not possible.
- **Open offerings:** Here you can freely choose your sports moment for activities like skating, swimming, and climbing. Just register and play sports!

Enrollment

It's important to know that you must register in advance for all activities. Whether you are participating in a free weekly activity (e.g., volleyball, yoga, kickboxing, etc.), want to swim for free, or participate in a lesson series, registration is a must and can be done up until just before the start of the activity. This can be done very easily with a few clicks in the app.

For introductory lesson series, you can register up to 24 hours in advance.

In the app, you can also see if there is still space. If there is no space, you can automatically be placed on the waiting list. If a spot becomes available, the first person on the waiting list will receive a notification so they have 30 minutes to complete the registration.

Unsubscribing

Of course, when you register for an activity, you are expected to participate. If you cannot attend due to circumstances, there is an option to unsubscribe in the app until just before the start of the activity. If we notice that you frequently register without showing up, we may revoke your sports card as a sports service.

Please note that for introductory lesson series (a series of lessons that follow each other weekly and for which you register/pay at the same time), it is not possible to unsubscribe.

Registration

When you have purchased a free or paid ticket for your sports activity, you are ready to start exercising. Once on-site, it is important to register your presence by scanning the QR code from your sports ticket. This QR code will be displayed at the sports facility (e.g., swimming pool, sports hall) or provided by the instructor. Without registration, you cannot participate in the sports activity.

For students who want to swim/skate, the confirmation screen after registration (i.e., after scanning the QR code on-site) serves as proof that you are allowed in. Subsequently, the cashier will grant you access to the pool/ice rink according to the regular rules of the respective facility.

Refunds for the Sports Card

Since reimbursement of the sports card is possible through the health insurance fund, no refunds will be made under any circumstances by SSL. This also applies if SSL has to limit or cancel the offerings due to circumstances, e.g., a pandemic.

Refunds for Activities

Refunds will only be made for activities if you unsubscribe, which can be done up to 24 hours in advance via the app. This refund will automatically be credited to your Ping.Ping account balance.

For introductory lesson series, unsubscribing is not possible, and therefore no refund will follow. If a lesson or activity is canceled by Student Sports Limburg, all paying registrants will automatically receive a refund on their Ping.Ping account.

Insurance in Case of Accident

Students of UHasselt, PXL, UCLL, and Luca (C-mine campus) are insured through the respective institution for accidents during SSL activities.

In the event of an accident, the student must notify the relevant sports coordinator no later than the day after the accident. External participants are not insured under any circumstances and must obtain their own insurance. The accident report form can be downloaded in the app via the profile.

Contact

In case of problems or questions, you can submit your inquiries or comments through the app. Of course, you can also contact the sports service of your own institution:

- **UHasselt**
Martine Libens
Universitaire Campus Diepenbeek
Agoralaan
3590 Diepenbeek
Building D
sport@uhasselt.be
www.uhasselt.be
Mobile: +32 468 26 86 04
- **UCLL & Luca (C-mine campus)**
Nick Vanmechelen
Universitaire Campus
Agoralaan
3590 Diepenbeek
Building B
sport.limburg@ucll.be
www.ucll.be/sport
Mobile: +32 472 95 52 06
- **PXL**
Jarno Gysens
Campus Elfde Linie
Elfde-Liniestraat 23
3500 Hasselt
Building D
sport@pxl.be
www.pxl.be
Mobile: +32 496 83 59 04