

General terms and conditions Studentensport Limburg app:

Contents

General terms and conditions	1
Welcome	1
Sports card	1
User type	1
Type of offer	2
Subscribe	2
Register	2
Refund sports card	3
Refund participation fee	3
Corona	3
Contact information	4

Welcome

Welcome to the app of student sports Limburg. This app has been specially developed for the students of UHasselt, UCLL, PXL and Luca (campus C-mine). The sports app can be downloaded by everybody but only the above mentioned students can verify themselves at his / her college / university. Once you are verified as a student you can purchase a sports card.

Sports card

The app offers a nice overview of the different sports that are offered in and around the campuses, but the sports world of SSL (= student sports Limburg) really opens when you purchase the sports card. Thanks to the purchase of the sports card, you can go swimming for free in Genk and Hasselt, go ice skating for free and participate in numerous weekly sports activities for free.

To get a sports card you need to create a Ping.Ping account. If you already have an account, log in with your student number and password. To pay for your sports card you need a balance of EUR 25 on your Ping.Ping account. You can immediately download a filled out form in your profile to receive a (partial) reimbursement from your health insurance fund.

User type

Within the app we distinguish between 3 different types of user:

- Regular (external) user: everybody can download the app, as soon as you have done this you are a regular user. These users can explore the offer and by paying the fee participate in (selected) activities. Attention, this user is under no circumstances insured for the activity by the educational institutions or SSL. These users will therefore have to take care of an insurance himself.

- Verified user: this user is linked to one of the educational institutions, so this is effectively a student. This user can participate in an activity by paying the requested fee.
- User with sports card: this user has chosen to purchase a sports card and can participate in all activities, often free of charge. They can also use the open offer for free swimming and ice skating sessions. Only for special series of lessons (e.g. horse riding) a payment will be necessary, but the user with a sports card always gets a cheaper rate than a verified user without a sports card.

Type of offer

For the sports offer we distinguish between the following types:

- Weekly program: weekly sports activities that you can join freely throughout the year. You subscribe per lesson.
- Initiation lessons: Series of lessons that connect with each other, so it is not possible to join during the year. You subscribe and pay for the entire series at once. It is not possible to unsubscribe or get a refund.
- Open offer: here you can freely choose your sports moment for the activity such as ice skating, swimming and climbing. Make a reservation, subscribe and go!

Subscribe

It is important to know that you must subscribe in advance for all activities. Whether you participate in a free weekly activity (e.g. Zumba, kickboxing, etc...), want to go swimming for free or participate in a series of lessons, subscribing is a must and can be done until just before the start of the activity for the weekly activities! This can be done very easily with a few clicks in the app.

For initiation lessons you need to subscribe 24 hours in advance.

In the app you can also see if there are still places available, in case the activity is fully booked you will automatically be put on the waiting list. If a place becomes available, the first person on the waiting list will receive a message and has the opportunity to subscribe within 30 minutes.

Unsubscribe

It goes without saying that when you subscribe for an activity you are also expected to participate. If you are unable to participate due to circumstances, there is a possibility to unsubscribe in the app up to 24 hours before the start of the activity. If we notice that you often register without showing up, the sports service can withdraw your sports card.

Please note, for initiation classes (= a series of classes that follow each other on a weekly basis and for which you subscribe and pay at the start of the activity) it is not possible to unsubscribe.

Registration

After you have purchased a free or paying ticket for your sports activity, you are ready to go. Once on site, it is important to register your presence by scanning the QR code via your sports ticket. The QR

code will be displayed in the sports facility (e.g. swimming pool, sports hall) or will be available by the teacher/trainer. Without registration you cannot participate in the sports activity.

For students who want to go swimming / skating, the confirmation screen after registration (= after scanning the QR code on site) is proof that you can enter. The cashier will then grant you access to the swimming pool / ice rink according to the regular rules of the swimming pool / ice rink.

Refund sports card

Because a reimbursement of the sports card is possible through the health insurance fund, a reimbursement of the sports card will under no circumstances be possible through Studentensport Limburg (SSL). Even not when SSL has to limit or cancel the offer due to circumstances, e.g. a pandemic.

Refund participation fee

Refunds are possible for activities if unsubscribed, this can be done up to 24 hours in advance via the app. This refund will be done automatically on your Ping.Ping account.

Note: It is not possible to get a refund for initiation lessons!

In case Student sports Limburg cancels a lesson or an activity all subscribers who made a payment will automatically receive a refund on their Ping.Ping account.

Corona

The corona measures for the activities from Student sports Limburg can be found on the website www.studentensportlimburg.be.

Please follow these measures strictly.

Failure to respect or comply with these conditions can lead to exclusion from the sports offer.

Contact

In case of problems or uncertainties, please contact us via the “ask a question” function in the app. Of course you can also contact the sports services of your own institution:

- UHasselt:
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