

Customer terms and conditions 2013 – 2014

1. Monthly pass and multi-visit customer cards are personal

Multi-visit and monthly pass products are stored on a customer card

A customer card (smart card) costs EUR 3.00 and is used to store all purchased multi-visit and monthly pass products. You can use the card to pass through gates and doors, straight to a swimming hall or gym.

2. Period of validity

Each product is valid for one year (365 days) from the date of purchase and must be used in full within the period of validity. Seasonal products are valid as follows: 1 month = 30 days, 4 month season = 120 days, starting from the first time the card is used, the outdoor swimming pool season lasts from the opening day to the closing day each year. Monthly passes and seasonal products allow one (1) entrance per day. Check the validity period of your access rights at your local sports facility.

3. Using the customer card

When you arrive at the sports facility, swipe the card in front of the card reader: If there is a valid product for your chosen service on the card, you will hear a signal when you swipe the card at the reader at the gate/door, after which you will be able to open the gate/door. Single visit tickets have a code on them that you must enter on the card reader's PIN pad. If you want to use your multi-visit card to pay for a friend's visit as well, please pass through customer service.

4. Using the services

The service purchased for the card can be used at the place of purchase and any sports facilities from less expensive price categories (Yrjönkatu, Itäkeskus, Jakomäki and Pirkkola swimming halls, outdoor swimming pools, Latokartano Sports hall, Liikuntamylly and Töölö Sports hall). The staff has the right to prevent use of the services in the event of abuse or infringement of the rules and regulations.

Location-specific prices can be found at <http://www.hel.fi/hki/Liv/en/Sports+facilities>

5. Swimming benefit

In swimming halls that feature a gym, you can go to the sauna and have a swim in connection with your gym training, for no additional charge.

6. Payment

Products can be paid for using cash, debit cards, Nets credit cards, SporttiPassi, Ticket Mind & Body cards or sports vouchers: Smartum Oy's Liikunta- ja kulttuuriseteli or Saldo card, Nets Oy Virike vouchers, as well as RJ-Kuntoseteli Oy's Tyky-Kuntoseteli.

SporttiPassi, Ticket Mind & Body cards or sports vouchers: Smartum Oy's Liikunta- ja kulttuuriseteli or Saldo card, Nets Oy Virike vouchers, as well as RJ-Kuntoseteli Oy's Tyky-Kuntoseteli, cannot be used to purchase products from the Other price category or to pay for another person's entrance fee or card.

7. Missing cards

If your card goes missing, please notify us immediately. We can deactivate the missing card and transfer any remaining products to a new card. A new card costs EUR 3.00.

8. Promotions

Promotions cannot be combined; discount percentages or euro discounts only cover standard price products, not products in the discount category or products that have already been discounted. Campaign and promotional products may have atypical periods of validity.

9. Refunds and product changes

Product changes and exchanges are processed on a case by case basis. In the event of a severe illness or other similar obstacle that prevents exercise, please request an exercise break for the card immediately. Refunds will not be granted retroactively. Customer card fees will not be refunded.

10. Age limits to different services

Children under the age of 7 and children, who cannot swim, will not be admitted to a swimming hall or pool without an escort who is over the age of 15. Girls and boys over the age of 7 must use their respective changing rooms. Swimming in 50 m pools and diving pools requires you to be able to swim for at least 25 meters.

Gyms and exercise groups have an age limit of 15, in order to ensure general safety. Small children are not permitted in gyms for their own safety.

We reserve the right to make changes.