

FITNESS MASALA MEMBERSHIP CONTRACT TERMS

Membership

1. Fitness Masala members must be 15 years of age or older. If the member is under the age of 15, the membership contract must be signed by a legal guardian who will then be responsible for monthly payments.

1.1. The access pass issued is personal. Personal identity will be verified upon issue. A member is responsible for ensuring others do not have access to their access pass or PIN.

Billing period

2. A billing period begins on the day the membership begins. For example, if the membership begins on 15.8, the first billing period is 15.8 to 14.9 and the following billing period is 15.9 to 14.10. The price of the monthly fee remains the same regardless of the number of days in the billing period.

Dues

3. An invoice will be sent to the member/payer by e-invoice or e-mail. Interest on arrears is determined in accordance with the Interest Act. Reminder/collection invoices will be issued by the Visma collection and reminder service.

3.1. The one-time membership fee for Fitness Masala is €19, if paid in-person. This fee is payable only upon contract opening. If the membership is purchased from the online store, only a €10 access pass will be paid, once visiting the Joo.Arena service desk.

3.2. E-invoice payments can be made through online banking services, when **Kirkkonummen Sisäurheiluhalli Oy** is requested as an approved invoicee. For e-invoice/direct payment, automatic acceptance should be selected, in which case a member's account will be debited monthly. The member is responsible for creating the e-invoice/direct payment agreement prior to the first due date. Visma will send instructions to members for initiating e-invoices at the time of the first invoice. Please note that if a member does not enter into an e-invoicing agreement, Visma will charge a €3 billing surcharge on all future invoices.

3.3. A member agrees to notify Fitness Masala in writing and in a timely fashion as soon as any changes in contact or billing information occur. A member is responsible for any additional collection costs or handling fees resulting from incorrect contact information.

3.4. The right to use Fitness Masala services will be suspended in the event of non-payment and will only continue when a member has paid any overdue and/or collection costs. If a member fails to pay in accordance with the agreement, Fitness Masala has the right to terminate the member's contract immediately. A member will still be required to pay any fees in the case of contract termination.

3.5. Prices are valid until further notice. Student and senior discounts are given after presentation of a valid student card or proof of retirement. Fitness Masala reserves the right to immediately switch to the full cost if the student or other discounted membership expires during the term of the agreement. Student cards must be presented annually.

Pausing membership

4. A Fitness Masala membership may be paused once during a period of 12 months free of charge. The pause must be continuous, and the timing should be notified in writing to laskutus@jooarena.fi or at the Joo.Arena service desk no later than 1 month prior to the pause in membership. The contract cannot be terminated during the pause.

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In the event of illness, the member can apply for a pause in membership by providing a sick leave certificate to laskutus@jooarena.fi. The deductible is 14 days. The refund will be posted on the next month's bill. No refund will be issued if a member terminates their contract.

Abuse of membership

5. In the case of abuse of Fitness Masala membership privileges – i.e., loaning a personal access pass to another individual – a fee of €250 will be charged. In this case, Fitness Masala has the right to terminate that member's contract immediately. A member will also be charged for the month in which the offense occurs and the next full calendar month as well. In the case of membership pre-payment, the member will not be eligible for a refund.

Termination of contract

6. All regular priced membership contracts are ongoing. If the member wishes to terminate their contract at any point, the member is required to pay the remainder of their current billing period, plus the next full billing period. A billing period equals one month. For example, if the customer's billing period has started on 15th August, and he/she submits a written notice of termination no later than 14th September, membership expires on 14th October. If he/she terminates his/her membership after this, the membership will always end at the end of the next billing period, here 14th November.
 - 6.1. Contract termination should be submitted in writing to laskutus@jooarena.fi.
 - 6.2. The fixed-term contract must be terminated at least one month before the end of the fixed-term contract. The contract cannot be terminated during the contract period. If the member does not terminate the fixed-term contract in accordance with the above, this will continue after the expiry of the term as an ongoing contract, at normal monthly prices.
 - 6.3. The customer has the right to terminate the membership in the middle of the fixed-term contract period according to the notice period of one billing period due to a sudden and significant change in the customer's life situation. A surprising and significant change in life situation is, for example, long-term illness, pregnancy, unemployment, voluntary military service or permanent migration to another place. At the request of the service provider, the change must be substantiated by an appropriate certificate (e.g., a medical certificate or an official removal notice).

General conditions

7. Fitness Masala reserves the right to change services provided, their scheduled timings and office opening hours.
 - 7.1. Fitness Masala reserves the right to temporarily suspend its offerings in the case of special events without any compensation to members.
 - 7.2. Any Fitness Masala membership price changes will be announced no later than one month before the new price(s) comes into effect.
 - 7.3. Price changes due to a change in VAT or any equivalent government fees may be made to all contracts without notice.
 - 7.4. Kirkkonummen Sisäurheiluhalli Oy reserves the right to change contract terms. Members will be notified of changes one month before they come into effect.