

General practices, terms of contract and instructions of Ilona Liikunta

Contact information:

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General Practices

- Always remember to sign up for classes. Classes can be booked 2 weeks in advance. Cancellations must be made on time but no later than 2 hours before the class. If you have to cancel your registration on the same day, please send us an email (info@ilonaliikunta.fi)
- Please do not come to our gym if you are sick. Be sure you are well before returning to the gym.
- Please do not use strong perfumes when coming to the gym so it is pleasant for everyone to visit us.
- Our gym is booked at certain times of the week for classes to use. These times can be found on our website (ilonaliikunta.fi / Kuntosali / Harjoitusajat) and they can also be picked up from our customer service as a paper list.
- Suitable clothing and footwear or socks should be worn at the gym
- The key card is **personal** and cannot be handed to others to use. For improper use, the card can be disabled.
- Always pack a sweat towel and keep your exercise pads and pillows clean
- Remember safety in the gym – exercising is always at your own risk!
- Under 15-year-olds are allowed to practice in the gym in the presence of a guardian (both must have their own key cards)
- If you want to change the type of contract, please let us know at info@ilonaliikunta.fi or directly to our customer service. We are taking care of contract updates. NOTE! BUYING NEW PRODUCT WILL NOT YOU'RE YOUR OLD CONTRACT AUTOMATICALLY!
- Our contract customers have the possibility of an e-invoice. Instructions for this can be found on your first invoice and you can request more information from Visma for the information of the e-invoice.
- The 10x card contains 10 training sessions at the gym or classes and is valid for 100 days, each guided jump is one session used from the card
- DATA PROTECTION LAW- for information to our customers:
- When you purchase a customership (key card) for Ilona Liikunta, you have reported/announced your contact information to Ilona Liikunta in our customer register. Contact information is required to register key cards. In addition the data is used by Ilona for marketing to sports customers (e.g. offers customers). If you do not want our offers or other newsletters in the future, please let us know: info@ilonaliikunta.fi.

Terms of contract

Sections 1 to 7 apply to our contract customers Sections 8 to 15 apply to all of our customers.

1. The monthly charge agreement with Ilona Liikunta Oy is valid until further notice and does not require a long commitment from the customer. The contract can be terminated at no extra cost at any time. The contract period ends on the last day of the billing period following the termination. Each customer has an individual billing period depending on when they have started the contract.
2. The contract can be frozen once a year for one (1) month (e.g. due to holidays). The notice must come 1 month before the break. For example, if you want to take a break in July, the notice must be during May. In addition, the contract can be frozen due to a long sick leave (minimum two (2) weeks). In this case, a written medical certificate must be presented to our customer service. If you want to take a break from the contract, you must be in contact with our customer service.
3. A debit agreement takes effect when the customer has made a contract, i.e. a purchase from an online store or customer service. The first payment is made in the online store or customer service at the time of purchase, in the future payment will be made against invoice (delivered to the customer's e-mail) or charged to the credit card - at the customer's choice.
4. You CAN'T PAY INVOICES WITH CULTURAL BENEFITS (e-passi, edenred, smartum). So please remember that for example you can't pay invoices from the e-passi app directly, because there will be no notification to our biller Visma. If you wish to pay bills with a cultural benefit, you must visit our customer service and upload your cultural benefit at the cashier to your Ilona's "account" as a balance. In this case, future bills will automatically go out of this balance as long as there is enough balance. Therefore, an invoice that has already been received by you must always be paid with the information in the invoice NOT CULTURAL BENEFITS.
5. If the payment of the invoice is delayed, Ilona Liikunta has the right to charge the customer a penalty interest and a reminder fee in accordance with the Interest Act. If the invoice has to be transferred to the collection, the customer will pay the collection costs themselves. In the event that a member, despite the comment, fails to make payments under the Agreement, the membership may be terminated with immediate effect upon written notice to the member.
6. Leaving an invoice unpaid is not enough to end the contract. A visit to customer service or an e-mail notification is required for termination. Also, the purchase of another product does not automatically terminate the contract. The contract customership must always be terminated separately. The above-mentioned notice period of one month is used for the termination.
7. If there is two unpaid invoices in a row and the customer does not pay them within one month of the receipt of the other unpaid invoice, the contract will be terminated. The contract can be restarted once the unpaid bills have been paid.

8. Access to the gym requires a tag ID. If the customer does not have a tag ID, it must be redeemed from customer service. The access tag is personal and as a result of its misuse can be used to prevent access to the gym. The tag is purchased as its own, and no money is received from it if the contract is terminated or the customer decides to stop going to Ilona Liikunta.
9. A pass tag must always be present at the gym and everyone must read their pass tag on the reader when entering the gym, even if others enter with the same door opening. Access tokens may not be used to bring outside persons with them. The loss of the access token must be reported immediately to the hall staff. If, after the identifier has been lost, it is used by another person and its disappearance has not been reported to the Centre in writing or by visiting customer service, the original holder of the identifier is obliged to pay the contract fee for the card (contract customer). Also, unused time/times will not be refunded if the loss of the identifier has not been reported above (non-contract customers)
10. The fitness centre is obliged to notify its customer of any changes in the prices caused by a VAT change or any other official action or other price changes at least one month before they take effect
11. Customers have the right, free of charge, to bring a friend as a guest to the gym or gym (registration via the group exercise calendar is required) during customer service opening hours. The passage to the gym must be done at that time through customer service. Guests must fill in a guest card at customer service. The same guest can be brought to the hall free of charge once. The guest then pays the price according to the price list.
12. For other than contractual customers, the validity of the card can be extended if the length of sick leave is min three (3) weeks (for contractual customers, min two (2) weeks). A written medical certificate of this must be presented to our customer service.
13. We maintain a customer register. We process personal data in accordance with the EU General Data Protection Regulation (GDPR). Ilona Liikunta's privacy policy has been published on the website.
14. If the fitness centre is obliged to close temporarily due to overwhelming reasons such as a government, AVI or other agency order, the customer will not be given a monetary refund of the exercise fees. However, the customer is entitled to receive the refund in other ways, at any given time according to the method chosen by Ilona Liikunta, e.g. as a online trainings, gift cards or freezing of the monthly payment. A member receives a refund in the form of a post-credit. During the shutdown, the normal notice period applies.
15. The client is always training at their own risk. Ilona Liikunta is responsible for the functionality of the equipment and the competence and professionalism of the instructors.