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Classes regulations

The classes are group activities conducted by the Team of the Sport Service and are offered on a weekly basis and regulated according to the Academic calendar at the Lugano and Mendrisio campuses.

During the period when university classes are held (from 18/09/2023 to 22/12/2023 and from 19/02/2024 to 31/05/2024), class scheduling is complete.

During the exam break (from 04/09/2023 to 17/09/2023, from 08/01/2024 to 18/02/2024 and from 01/06/2024 to 28/07/2024), the class schedule is reduced.

During holidays and during the summer academic break period (from 23/12/2024 to 07/01/2024 and from 29/07/2024 to 01/09/2024), the classes offered may also be replaced by virtual-only classes (see dedicated section).

The Sport Service reserves the right to make changes and/or additions during the above-mentioned periods.

1. Classes and booking procedure

- Classes schedules can be previewed up to a maximum of two weeks.
- Only those who have correctly booked their place via the dedicated platform may take part in the classes.
- At the instructor's discretion, if there are free places at the start of the class, additional participants can be accommodated.
- The desired class can be booked **up to 30 minutes** before the start of the class.
- Cancellations via the MyWellness App can be made **up to 24 hours** before the class. After the permitted deadline, only cancellations notified by email to sport@usi.ch will be accepted and exempt from penalty.
- For each absence without the correct procedure, a penalty is assigned to the user in the MyWellness personal profile. On the fourth penalty assigned, a 30-day suspension for class reservations is received.
- The subscriber has the option of keeping up to four 'active' bookings in the bi-weekly schedule. Reservations for outstanding classes are considered active bookings. Once an appointment has been completed, one has the option of further reserving a scheduled class.
- The Sport Service reserves the right to temporarily suspend or cancel activities that do not reach a minimum number of participants to enable the class to be held.

2. Virtual Classes

In addition to Classes conducted by the team of the Sport Service, Virtual Classes, video lessons managed and conducted by LesMills, a world-leading company in fitness classes, will be offered. The weekly schedule is available at www.sport.usi.ch, or on the "MyWellness" app.

Virtual Classes are not guaranteed to be attended by the team of the Sport Service. Participation is recommended only for experienced or established users. Participants assume responsibility in using the materials to conduct the class and in choosing to perform the proposed exercises. At the end of the lessons, the user agrees to properly store the used equipment in the dedicated spaces.

3. Terms of sale and subscription suspension

- Classes are group activities conducted and available to anyone who subscribes to a "Classes & Games" subscription or the "Wellness package" and "Dancing package".
- Users who are inside the Fitness Room or Classes Room but are without a valid subscription will be asked to leave the space and will be reported to the relevant management (USI or SUPSI). Following an initial warning, an indefinite disbarment from the USI/SUPSI East Campus Sports Hall will subsequently be determined.
- Season tickets will be assigned on one's personal badge. If you do not have a badge, you will need to use a GUEST CARD to be picked up at the Sport Service Desk during opening hours. The provisional badge is given after a deposit of CHF 20 to be paid by card, credit card or cash.
- It is mandatory to return the GUEST CARD to the Sport Service Desk no later than 12 days after the expiration of the subscription. After the deadline has passed, the CHF 20 deposit will be retained.
- By taking out a subscription, the user declares that he/she is in a physical condition and health suitable for the practice of physical activity.
- The "Classes & Games" subscription provides access to all classes and games scheduled in Lugano and Mendrisio. Virtual Classes featured in the weekly schedule are also included in the offer.
- Packages are valid for up to 1 year from the time of purchase. At the end of the period, the remaining units cannot be recovered.
- In case of cancellation of a class included in a purchased package, the unit is returned to the user.
- Package units may be returned if they comply with the regulations defined in the chapter "Classes and booking procedure."
- It is strictly forbidden, to use one's university badge with a valid subscription to let third parties without a subscription gain access. All persons involved in the action will also be reported to the management, and the second warning will trigger the indefinite suspension of the subscription.
- **Sickness/Injury Suspensions:** subscriptions subscribed that must be discontinued due to illness, injury, pregnancy may be suspended for the duration described on the medical certificate. In the absence of certificates, suspension requests will not be considered.
Suspension for curricular reasons: any interruptions due to education such as mobility programme may be granted upon presentation of official documents. Such cases will be evaluated individually by the Sport Service.
- Refund of a season ticket is only possible within 7 days from the date of purchase. Any requests after the defined period will be individually evaluated by the Sport Service.

4. Disclaimer and standards of behavior

- After the start of Classes, access to the class space is prohibited unless authorized by the instructor.
- The Sport Service disclaims any responsibility for physical damage or injury originating from use of the equipment or infrastructure made available to users.
- The instructors of the Sport Service may decide not to welcome to the activity's persons deemed unfit for practice.
- For all activities, insurance coverage is the responsibility of the individual participants.
- Users are expected to maintain a proper demeanor and language while respecting the rules of hygiene and politeness. Shouting or shouting that may disturb other users present is prohibited. The Sport Service reserves the right to act when deemed necessary.
- The user agrees to maintain conduct in accordance with the canons of politeness, respectful of other members and staff working in the facility. It is forbidden to introduce any kind of animal, smoke, consume alcohol or use or introduce narcotics or doping products or promote their use.
- Please respect the privacy of other people: no photography or filming is allowed without the consent of the people involved.