

Customer Agreement Terms for Kuopio's Sports Facilities Services

Service Provider: Kuopio's Sports Facilities Services

1. General sales terms

These customer agreement terms constitute the sales terms between the customer and the service provider. By making a payment for our services, the customer accepts these terms and agrees to comply with them. The agreement is formed when the customer has made the payment and the service provider has confirmed it. The service provider will inform about any changes to the customer agreement terms at least one calendar month before the changes take effect.

2. Liikkuva Kuopio wristband products are personal

Series, season, and monthly products are loaded onto the Liikkuva Kuopio wristband. The price of the wristband is determined according to the service provider's current price list. The wristband can be obtained from the customer service of Kuopio Hall, Kuntolaakso Swimming Hall, and Lippumäki Swimming and Sports Hall. The wristband entitles the holder to access the sports facilities corresponding to the purchased product through the gates or self-service terminal. Certain services can be purchased directly onto the wristband from the online store. Wristband loads are personal and cannot be transferred to another person. The right to use (identity and age) must be proven if necessary. Misuse or actions against the service provider's rules may lead to the wristband being taken away without the service provider's obligation to refund.

3. Validity of products

The validity period of series products is three years (1,095 days) from the date of purchase. The validity periods of season products are product-specific. Unused swimming and gym sessions are not refunded. Note! Seasonal services, campaigns, and offers may have their own sales terms or different validity periods in addition to the customer agreement terms.

4. Visit duration

One paid sports visit includes a total of two and a half hours for training, showering, and dressing (from entry stamp to exit stamp).

5. Use of services

The service purchased for the Liikkuva Kuopio wristband can be used at the service provider's locations where it is available and to which it entitles. The service entitles the use of the service provider's facilities during their current opening hours. The wristband must be present when using the services and must be read at the reader in the hall for each visit.

6. Payment

Payment can be made in cash (euros), bank cards, ePassi, Eazybreak, Edenred Finland Oy's Virike voucher, Smartum Oy's Sports and Culture vouchers, Smartum mobile, and RJKuntoseteli Oy's Tyky-Kuntoseteli. Sports benefits can only be used to pay for personal sports services; area reservation fees cannot be paid with sports benefits. Sports benefits can only be used at the customer service points of Kuntolaakso Swimming Hall, Lippumäki Swimming Hall, and Kuopio Hall. Sports benefits cannot be converted into cash, and no cash refunds are given. Two separate sports benefits cannot be used to purchase the same product or service.



A surcharge corresponding to the price difference is charged for a higher service price. Online store payments are made through a secure connection via the Suomi.fi/Paytrail service. The service includes online payment and card payment services (Visa and MasterCard) from Finnish banks. When making online store purchases, the general terms of the online store must be considered. The customer agrees to the current terms of use and delivery of the online store and the specific terms of the ordered product with each order.

7. Holidays and exceptional days, event use, maintenance breaks, and summer time

We do not refund calendar holidays, individual exceptional days, event-related reservations, or maintenance breaks when our sports facilities are closed. The service provider reserves the right to close sports facilities for maintenance breaks, event-related reservations, possible health and technical reasons related to the property, safety factors, and exceptional circumstances. The service provider is not obligated to compensate for service interruptions due to the aforementioned reasons unless otherwise decided by the Kuopio City Board of Wellbeing Promotion. Please consider this when purchasing services.

8. Loss of Liikkuva Kuopio wristband

If the Liikkuva Kuopio wristband is lost, it must be reported to the service provider immediately. We can close the lost wristband and transfer its contents to a new wristband at the customer's request. A fee according to the current price list is charged for a new Liikkuva Kuopio wristband.

9. Illness, relocation, changes to purchases, and refunds

In case of illness, compensation can be applied for with a medical certificate (minimum one month). Illness cases and changes to already purchased services are handled on a case-by-case basis. If the customer moves to another locality and no longer uses the wristband and its services, the products are not refunded. Previous products on the Liikkuva Kuopio wristband must be used up before purchasing a new product. No refunds are made for the Liikkuva Kuopio wristband fee if the service has been paid with sports funds or other employer-provided benefits.

10. Age limits for different services

Children under 10 years old can swim only with a responsible person aged at least 15. School-aged children go to the changing rooms of their own gender. The gym is accessible to those aged 15 and over, and to those aged 13 and over under the supervision of a coach or parent. For safety reasons, children under 13 are not allowed in the gyms. We reserve the right to make changes.

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See also the rules of order for sports facilities and the general terms and conditions of the online shop.

