

MEMBERSHIP AGREEMENT AND TERMS

Agreement for individual and family memberships | Version 25.8.2026

Service provider	Oy Wasa Up Ab	Business ID	2843414-2
Address	Rantakatu 2, 65100 Vaasa	Contact	info@wasaup.fi 050 543 4907

AGE LIMITS

- Persons aged 0-17 may use the climbing and OCR areas outside opening hours only under the supervision of an adult family member
- For safety reasons, persons under 14 are not permitted in the gym area even under the supervision of a family member
- A junior member aged 14-17 may independently use all services, including the gym, only during Wasa Up's published customer service opening hours. Member access from 05.00-23.45 does not mean customer service opening hours.

1. Membership selection

Membership	☐ Individual membership ☐ Family membership	Agreement type	☐ Monthly membership ☐ Annual membership
Category	☐ Standard ☐ Junior 14-17 ☐ Student ☐ Pensioner	Other / partner	
Start date	____ / ____ / ____	Special terms	

2. Primary member / contracting customer / payer

Name		Date of birth	
Address		Postcode and city	
Phone		Email	
Other payer, if different	Name / company / Business ID / billing details:		

3. Family members (complete only for family membership)

Name	Date of birth	Role	Adult signature / guardian initials
		☐ adult ☐ 14-17 ☐ under 14	
		☐ adult ☐ 14-17 ☐ under 14	
		☐ adult ☐ 14-17 ☐ under 14	
		☐ adult ☐ 14-17 ☐ under 14	
		☐ adult ☐ 14-17 ☐ under 14	
		☐ adult ☐ 14-17 ☐ under 14	

The primary member of the family membership is responsible for payment of the membership fees. Each adult family member accepts the terms with their own signature. A minor's membership is approved by their guardian.

ACCEPTANCE OF THE AGREEMENT

Key membership terms

Membership content	Gym, climbing, OCR, HYROX, studio and the group exercise classes included in the membership, in accordance with the membership product description. Rental equipment and separately priced services are not included in the membership fee.
Adult access	With a personal access identifier from 05.00–23.45. Not all services are available without staff.
Gym age limits	Access prohibited for persons under 14. Persons aged 14–17 may use the gym independently only during customer service opening hours.
Monthly membership	Valid until further notice. Notice period 1 calendar month from receipt of the termination notice.
Annual membership	Minimum commitment 12 paid months. Thereafter the agreement continues until further notice with one calendar month notice.
Billing	Monthly in advance according to the information stated in the agreement, order confirmation and invoice. Invoices are primarily sent to the email address provided by the member.
Rules	The member is bound by these terms, the facility rules, activity-specific safety instructions and staff instructions.
Communications	Notices concerning the agreement are primarily sent to the email address provided by the member.

Guardian consent for a junior member aged 14–17

[] I give the above-named junior member aged 14–17 permission to use Wasa Up services independently during customer service opening hours in accordance with the activity-specific rules. I understand that the gym may not be used outside customer service opening hours.

Acceptance and signatures

I received this agreement and the membership terms before entering into the agreement. I have read and understood them and agree to comply with them and with the safety and facility rules in force from time to time. I confirm that the information I have provided is correct.

Place and date	Member / primary member / payer signature and printed name	Signature of Oy Wasa Up Ab representative
Guardian signature, if different from payer	Guardian printed name and phone	Access identifier(s) issued, date / acknowledgement

Agreement appendices and current online rules: www.wasaup.fi/tilan-kayttosaannot | www.wasaup.fi/rekisteri-ja-tietosuojaselosteet

MEMBER BENEFITS

- Age 18: personal access from 05.00–23.45 with own key, incl. gym
- Age 14–17: access during opening hours with own card and guardian consent; at other times accompanied by an adult included in the family membership
- Age 0–13: access accompanied by an adult included in the family membership
- Group exercise classes are included in the membership
- Courses –50%; private lessons at a discounted price.
- A friend visiting Wasa Up for the first time –50%
- All shop products –10%
- Changing campaign benefits

ADDITIONALLY FOR ANNUAL MEMBERS

- Lower monthly price (12-month commitment, after which the agreement may be terminated with 1 calendar month notice).
- One free private lesson per year, changing campaign benefits.

KEY AND CHECK-IN

- **During opening hours: always check in at the customer terminal or at the door when entering the premises.**
- **Outside opening hours: always use your key at the members' entrance when entering.** Each person entering must use their key in the lock.
- **The membership key is personal and must not be used to let others into the premises.** If a member uses their key to let other persons into Wasa Up premises without Wasa Up's permission, the member agrees to pay compensation of EUR 250. The membership may also be cancelled without compensation due to the violation.
- **Loss of the key must be reported to Wasa Up immediately.** A fee in accordance with Wasa Up's current price list will be charged for a lost key.

BILLING

- **Membership is paid by calendar month**
- **The invoice is sent by email 14 days before the change of month and is due on the 1st day of the following month**
- **The first invoice is an adjustment invoice.**

TERMINATION:

The notice period is one (1) calendar month, in which case the termination takes effect at the end of the following month. To terminate your membership:

1. **Complete the termination form online or at the desk. The membership may be recorded to end on the last day of the following month. Invoices falling due before termination and during the notice period must be paid.** An annual member may not terminate the agreement before the end of the first year.

- 2. Return the key to the desk before the membership ends.** A fee in accordance with the price list will be charged for an unreturned key.

PRACTICAL FACILITY RULES

- **The same rules apply to everyone at Wasa Up.** Current rules: wasaup.fi/saannot.
- **Members climb with their own equipment.** Rental equipment is not included, but may be rented at a discount while Wasa Up is open.
- **The member agrees to supervise minor participants included in the same family membership.**
 - **A family member under 14 must always be accompanied by an adult family member and, for safety reasons, may not enter the gym.**
 - **A family member aged 14–17 must be accompanied by an adult family member outside opening hours.** During opening hours they may use the services independently.
 - **Under this agreement, the guardian permits a family member aged 14 or over to use the services independently during opening hours.** If consent is withheld, this must be agreed with customer service.
- For safety reasons, auto-belay walls may be used only while Wasa Up is open.
- Behave appropriately at Wasa Up. Return equipment, dispose of waste in designated bins and be considerate of others.
- Smoking and use of drugs, personal alcohol or other intoxicants is prohibited. Intoxicated persons may not climb; the blood alcohol limit is 0.
- Wear suitable clothing and footwear. Bare feet are prohibited in common areas (except some group classes). Suitable footwear is required for climbing, gym and OCR.
- Return exercise equipment to its original place after use.
- Everyone must be allowed to use exercise equipment. Equipment must be released during rest periods.
- Photographing anyone other than yourself without permission is strictly prohibited.
- Lockers are for daytime use only. Items left overnight are moved to lost property.
- Unused group or private bookings must be cancelled at least 1 hour before the session. Repeated no-shows may lead to temporary or permanent loss of booking rights.
- Private business, such as personal training, is prohibited at Wasa Up without written consent. Breach of this rule incurs a EUR 250 contractual fee.

MEMBERSHIP TERMS

These terms apply to both individual and family memberships.

1. Parties, definitions and scope of the agreement

1.1 These terms apply to the individual or family membership agreement between Oy Wasa Up Ab ("Wasa Up") and the contracting customer named on the first page. Each person listed as a member is referred to below as a "member".

1.2 The primary member is the agreement's main contact and payer. The payer is responsible for membership fees. In family memberships, other members are additional members linked to the primary member.

1.3 The exact membership product, price, start date, minimum term and any special terms are determined by the first page, order confirmation or other agreement confirmation supplied in a durable form. These terms supplement them.

1.4 In these terms, an identifier or key means the member's means of identification.

1.5 If agreement documents conflict, special terms on the first page or in the order confirmation take precedence. Mandatory legislation always takes precedence.

2. Membership content and right of use

2.1 A standard individual or family membership includes, as described in the membership product, Wasa Up's gym, climbing areas, OCR and HYROX areas, studio and included group exercise classes. Use requires a valid membership, personal identifier or check-in, and compliance with the rules.

2.2 Included group exercise classes are available according to the booking system, participant limits and published schedule. Membership does not guarantee continuous access to any particular class, instructor or time.

2.3 Rental equipment, courses, workshops, private/small-group coaching, events, products and other separately priced services are not included unless the product description states otherwise. Benefits and discounts follow the product description and price list in effect when the agreement is entered into.

2.4 General access for adult members is normally daily from 05.00–23.45. This does not mean that customer service, all areas, instructor services or activities are available throughout. Activity- and area-specific restrictions apply.

2.5 Wasa Up may temporarily restrict an area for safety, capacity, maintenance or event reasons. Material and long-term changes are subject to section 13 and the consumer's statutory rights.

3. Family membership

3.1 Family members meeting Wasa Up's current product description and approval practices may be added. All members are named in the agreement or customer system.

3.2 The primary member or other named payer is responsible for all fees and billable services. Each adult family member is responsible for complying with the terms, safety and staff instructions, and for their own conduct.

3.3 A minor's membership is approved by the guardian, who is responsible for supervision under this agreement and the activity-specific rules. The minor's and guardian's liability for damages is determined by law.

3.4 An individual additional member may be terminated under section 10. When the primary membership ends, all linked additional memberships end the same day unless a new adult primary member is designated with Wasa Up.

3.5 Changes in family composition, payer, address or age group must be reported without delay. Age-based access and price may be updated from the next billing period under the current price list.

4. Minors and age limits

FACILITIES: ABSOLUTE AGE LIMIT

Persons under 14 may use the climbing and OCR areas only under the supervision of an adult family member, except in supervised activities. Persons aged 14–17 may use the areas independently while customer service is open.

GYM: ABSOLUTE AGE LIMIT

Persons under 14 are not permitted in the gym area. Persons aged 14–17 may use the gym independently only during Wasa Up's published customer service opening hours.

- 4.1** Membership for a person under 18 is entered into and approved by their guardian or another authorised adult. Wasa Up may request proof of identity, age and guardianship.
- 4.2** A family member under 14 may use Wasa Up exercise facilities only when accompanied by an adult supervisor or when participating in an activity supervised by Wasa Up, always in accordance with the rules of the activity concerned.
- 4.3** A person under 14 may not train or remain in the gym area, even when accompanied by an adult member.
- 4.4** A junior member aged 14–17 may use the gym independently only during published customer service opening hours and with guardian consent.
- 4.5** For other exercise areas, a person aged 14–17 may use the services independently during customer service opening hours with guardian consent. Outside opening hours, a minor may use other areas only when accompanied by an adult family member, provided that the membership product and activity-specific safety rules allow this.
- 4.6** Customer service opening hours are published on the Wasa Up website. Member access from 05.00–23.45 is not the same as customer service opening hours.

5. Access identifier, check-in and access control

- 5.1** The access identifier is personal. Every member must check in or register themselves with their own identifier whenever they enter the premises, including when arriving together with another member.
- 5.2** A member may not lend their identifier, admit a person who does not have a valid right of use, or use another member's identifier. Intentional misuse may result in a misuse fee of EUR 250, as well as compensation for actual loss to the extent not covered by the misuse fee.
- 5.3** Loss of the identifier or suspected misuse must be reported to Wasa Up without delay. A fee according to the current price list may be charged for a replacement identifier and for an identifier that is not returned.
- 5.4** Member visits are recorded in the access control and customer system. The premises have recording CCTV for safety, protection of property and investigation of misuse. Data is processed in accordance with the privacy notice.
- 5.5** The right of use may be technically blocked when the membership ends or is paused, when payments are overdue, or when the right of use has been justifiably restricted under this agreement.

6. Gym rules

- 6.1** Before beginning training, the member must familiarise themselves with the gym equipment, safety instructions, evacuation routes and the location of first aid equipment. If anything is unclear, equipment must not be used until staff have provided guidance.
- 6.2** Equipment may be used only for its intended purpose and in accordance with the manufacturer's and staff instructions. Training weight must be selected according to the member's fitness and skill. Safety collars, safety pins, safety bars and a spotter must be used whenever required by the exercise.
- 6.3** Barbell collars must be used when movement of weight plates could cause danger. Free weights must not be left on walkways, benches or equipment after use.
- 6.4** Weights may be dropped only in the specifically designated area, the Powerzone on floor 0, using appropriate equipment and in a safe manner. In the gym on floor 2, weights and weight stacks must be lowered in a controlled manner. Unnecessary noise, slamming weight stacks and use that damages structures must be avoided.

6.5 Used weights and equipment must be returned to their designated places. Equipment must be made available to others during rest periods within reasonable limits. Sweat must be wiped away after use and members must maintain appropriate cleanliness.

6.6 Clean indoor shoes and clothing suitable for training must be worn in the gym. Bags, outerwear and other belongings must be stored in the designated areas. Access and evacuation routes must not be blocked. Glass containers may not be brought into the training area.

6.7 Equipment that is damaged, loose or operating abnormally must not be used. The fault must be reported immediately to staff or to the stated contact point. Members may not repair or move fixed equipment themselves.

6.8 Paid or equivalent personal training, group instruction or other business activity may not be offered in the gym without Wasa Up's prior written permission.

6.9 The age limits in section 4 always apply to gym use by persons under 14 and persons aged 14–17, regardless of rights of use under any other membership.

7. Other areas, activities, bookings and conduct

7.1 The member agrees to comply with the general facility rules, activity-specific safety instructions, the booking system terms, and verbal and written instructions given by staff. Current rules are available on the premises and at www.wasaup.fi/tilan-kayttosaannot.

7.2 A person who is intoxicated or under the influence of narcotic or other substances that impair functioning may not train or remain in exercise areas. Smoking, use, possession or distribution of illegal drugs, and consumption of personal alcoholic beverages are prohibited.

7.3 The member must use clothing, footwear and safety equipment appropriate for the activity. Rental equipment may be used only subject to availability, the price list and staff instructions.

7.4 Photographing or recording other persons without their permission is prohibited. Photography and recording are prohibited in changing, shower and toilet areas.

7.5 Changing-room lockers and storage areas are for daytime use unless otherwise separately agreed. Wasa Up may remove items stored overnight without permission and handle them in accordance with legislation governing lost property.

7.6 A reserved place in a group exercise class, private lesson, course or other service must be cancelled within the deadline stated in the booking system or service description. Repeated no-shows without cancellation may result in a temporary restriction of booking rights. A separately priced service that is not cancelled may be charged according to the price list.

7.7 Members may not organise their own courses, events, coaching or other commercial activity in Wasa Up premises without Wasa Up's prior written permission.

7.8 A member may bring a guest to the premises only during opening hours and in accordance with Wasa Up's current guest or campaign benefit, and must ensure that the guest checks in and accepts the rules before training.

8. Health, safety, insurance and liability

8.1 The member trains voluntarily and according to their own health, skill and fitness. If the member has an illness, injury, pregnancy or other condition affecting training, they should, where necessary, determine the suitability of training with a healthcare professional or staff member.

8.2 Wasa Up is responsible for the safety of the service, appropriate maintenance of the premises and equipment, and damages in accordance with mandatory legislation and general principles of liability. Nothing in these terms limits the member's mandatory consumer rights.

8.3 The member is liable for damage that they intentionally or negligently cause to Wasa Up, another customer or a third party. In particular, the member is liable under law for damage caused by using equipment contrary to instructions or by failing to comply with safety requirements.

8.4 Wasa Up is not liable for loss, theft or damage to a member's property unless the damage results from Wasa Up's negligence or another cause for which Wasa Up is responsible. Valuables should not be left in changing rooms or open storage areas.

8.5 The member is responsible for arranging suitable accident and other insurance coverage for themselves. Wasa Up has public liability insurance for its operations, but it does not cover all injuries arising from sports.

8.6 In an emergency, the member must call 112 where necessary, assist according to their ability, follow evacuation instructions and report the incident to Wasa Up. Any observed hazard, near miss or accident must be reported to staff without delay.

9. Price, billing and payment default

9.1 The membership price and any joining, access identifier and additional service fees are stated on the first page of the agreement, in the order confirmation or in the price list. Consumer prices are stated inclusive of VAT.

9.2 The membership fee is normally billed monthly in advance. The first payment may be calculated from the start date to the end of the billing period and combined with the payment for the following month. An invoice or payment notice is normally delivered at least 14 days before the due date unless otherwise agreed in the order confirmation.

9.3 Family membership invoices are sent to the primary member or a separately named payer. Changing the payer requires Wasa Up's approval and the new payer's consent.

9.4 If payment is late, Wasa Up may charge default interest under the Finnish Interest Act, lawful reminder and collection costs, and suspend the right of use until overdue amounts have been paid. Payment default does not in itself terminate the agreement.

9.5 The membership fee must be paid regardless of whether the member uses the services, unless the membership has been properly terminated or paused, or the service is defective under the Finnish Consumer Protection Act.

9.6 If a third person, company or other party pays membership fees, the membership and payment liability remain with the contracting customer to the extent that Wasa Up has not accepted a transfer of payment liability in writing. The end of a third party's payment undertaking does not automatically end the membership.

10. Duration and termination of the agreement

10.1 Monthly membership is valid until further notice. The member may terminate it at any time with 1 calendar month notice. The agreement ends 1 calendar month after Wasa Up has received the notice of termination.

10.2 Annual membership has a minimum commitment period of 12 paid months. After that, the agreement continues until further notice with 1 calendar month notice. Notice of termination may be given during the commitment period, in which case the earliest end date is the last day of the 12-month minimum period.

10.3 Termination must be made in writing using the online form. No fee is charged for termination.

10.4 The payment obligation and right of use continue until the end of the notice period. If a billing period invoiced in advance extends beyond the end of the agreement, the unused portion will be credited or not invoiced.

10.5 The access identifier must be returned no later than the membership end date. A fee in accordance with the price list is charged for an identifier that is not returned or is lost.

10.6 Wasa Up may terminate an agreement valid until further notice with 30 days' notice for a legitimate reason. A material breach of agreement is subject to the immediate termination provisions in section 14.

10.7 The same 1 calendar month notice period applies to removal of an individual additional member from a family membership. When the primary membership ends, all memberships linked to it end unless a new primary member has been approved before the end date.

11. Pausing membership and early termination

11.1 A member may apply to pause membership due to long-term illness, injury, pregnancy, temporary relocation, military or civilian service, or another justified impediment. Wasa Up may request reasonable evidence of the grounds. The more detailed minimum and maximum pause periods and any processing fee are determined by the price list in force when the application is made.

11.2 During the pause, the member has no right of use and no membership fee is charged. The 12-month minimum commitment period is extended by the duration of the pause unless otherwise agreed.

11.3 A pause must be applied for in advance. In the event of sudden illness or injury, a pause may also be approved from the application date or from a reasonable period before it if the impediment is reliably demonstrated.

11.4 If the member's circumstances change materially and unexpectedly after the agreement is entered into so that remaining in a 12-month agreement would be unreasonable, the member may request early termination. Such reasons may include long-term illness or injury, unemployment, or relocation so far away that use of the service is not reasonably possible. Wasa Up may charge a reasonable difference for the months used between the 12-month price and the price of the corresponding monthly membership, provided this is not unreasonable in the circumstances.

12. Right of withdrawal in distance selling

12.1 When a consumer enters into the agreement through the online shop or another distance-selling method, they generally have the right to withdraw from the agreement within 14 days of entering into it by notifying Wasa Up.

12.2 If the member has requested that the right of use or another service begin before the end of the withdrawal period and then withdraws from the agreement, Wasa Up may charge a reasonable proportion corresponding to the service supplied up to the time of withdrawal. No charge is made to the extent that the advance information or request to begin performance required by law is missing.

12.3 Withdrawal may be communicated unambiguously by email to info@wasaup.fi or by another durable method specified by Wasa Up. The right of withdrawal is governed by the Finnish Consumer Protection Act.

13. Changes to price, service and terms

13.1 Wasa Up may make a reasonable change to the price of a membership valid until further notice if the change is based on a clearly identifiable change in the cost level, such as changes in rent, energy, personnel, equipment, maintenance or system costs; a change in tax or an authority fee; a change in legislation or an authority requirement; or a material improvement to the service package. The change must be proportionate to its basis.

13.2 A change in price or another term disadvantageous to the member is notified personally in a durable manner at least 30 days before it takes effect. The notice states the content and basis of the change, the effective date, and the member's right to terminate the agreement before the change. The new price or term does not apply during the notice period unless the change results directly from mandatory law or an authority decision.

13.3 During the 12-month minimum commitment period, the price or key terms will not be changed to the member's detriment without mutual agreement, except to the extent resulting directly from mandatory legislation or an authority requirement.

13.4 Wasa Up may make minor and temporary changes to opening hours, class schedules, equipment placement and the manner in which services are provided, for example due to public holidays, maintenance, safety, staffing or an event. Changes will be communicated in advance where possible.

13.5 If the content, availability or location of the service changes materially and permanently to the member's detriment, the member is entitled to rectification, a price reduction or termination of the agreement under the Finnish Consumer Protection Act. Safety and conduct rules may be updated immediately if the change is necessary and does not alter the essential content of the membership.

14. Breach of agreement and restriction of right of use

14.1 If a member breaches these terms, the facility rules or staff instructions, Wasa Up may issue a notice or written warning, restrict the right of use or booking rights for a fixed period, or terminate the agreement depending on the seriousness and recurrence of the breach.

14.2 Wasa Up may block access immediately without prior warning if the member endangers safety, behaves violently or threateningly, admits others to the premises without permission, misuses an access identifier, conducts unauthorised business activity, damages property, or otherwise materially breaches the agreement.

14.3 The membership fee is not refunded for a period during which the right of use has reasonably been blocked due to the member's material breach, unless mandatory legislation provides otherwise. The member remains responsible for overdue payments and for damage they have caused as provided by law.

14.4 Before the agreement is terminated, the member will, where possible, be given an opportunity to remedy the breach unless the breach is so serious that continuation of the contractual relationship cannot reasonably be required.

15. Personal data, communications and CCTV

15.1 Wasa Up processes the member's personal data for membership administration, billing, access control, safety, customer communications and other purposes described in the privacy notice. The current privacy notice is available at www.wasaup.fi/rekisteri-ja-tietosuojaselosteet.

15.2 The member must keep their name, address, telephone, email, payer details and other information necessary for administration of the agreement up to date. Wasa Up is not liable for consequences caused by the member's failure to notify a change in contact details.

15.3 Communications concerning the agreement, billing, price changes, safety and material changes to the service are primarily sent to the email address provided by the member or by another durable method. General and temporary notices may also be published on the website, in the booking system or on the premises.

15.4 CCTV is indicated on the premises. Recordings and access control data are used only for lawful purposes and retained for the period specified in the privacy notice or internal retention policy.

16. Force majeure, transfer of the agreement and disputes

16.1 Wasa Up is not liable for delay or temporary interruption of the service caused by force majeure outside its reasonable control, such as an authority requirement, serious technical fault, widespread power or telecommunications outage, fire, water damage, epidemic, industrial action or another similar cause. Wasa Up will notify members of the impediment and its estimated duration without delay where possible.

16.2 The member may not transfer the membership or access identifier to another person without Wasa Up's written consent. Wasa Up may transfer the agreement to another service provider in connection with the transfer of the business or part of it, provided that the member's rights are not materially weakened. The member will be notified of the transfer.

16.3 The agreement is governed by Finnish law. Disputes will primarily be resolved through negotiation. A consumer may obtain assistance from Consumer Advisory Services and refer the matter to the Finnish Consumer Disputes Board. Court proceedings will be heard by the district court of the consumer's place of residence or another district court with jurisdiction under law.

17. Validity

17.1 This is agreement version 25.8.2026. It applies to new agreements entered into after this version is introduced as well as to existing agreements.

17.2 If an individual term is found to be invalid or unreasonable, the remaining terms remain in force. The invalid term will, where possible, be replaced by a reasonable and lawful term that most closely corresponds to its purpose.

IMPORTANT

Before the first training session, the member must familiarise themselves with the facility rules and activity-specific safety instructions. The age limits are absolute: persons under 14 are not permitted in the facilities without supervision by an adult family member and are completely prohibited from the gym. Persons aged 14-17 may use the facilities only during customer service opening hours.