

GYM & WELLNESS

House Rules

1. CLASS BOOKING POLICY

Classes are exclusively available to Members. Members are defined as individuals holding an active subscription to Mix, while Clients refer to hotel guests.

Classes must be booked in advance via the official Mix application ([link](#)). By default, bookings are made available 5 days in advance unless otherwise specified. Certain classes may have unique booking rules, and some membership packages may offer priority booking access.

Members are permitted a maximum of 2 reservations per day and up to 7 active reservations at any given time. Additionally, overlapping bookings for the same time slot are not allowed. These rules are subject to change to address member needs.

The **"Booking"** option reserves a seat, while the **"Add to Waiting List"** option allows Members to join the waiting list if a session is fully booked. If a spot becomes available, everyone on the waiting list will receive a notification, and the seat will be assigned to the first person who confirms it via the app. Members will receive a notification once their reservation is confirmed.

Members must check in with the instructor at the designated studio before the class begins. Failure to arrive within the first 5 minutes of the class will result in the reservation being canceled and marked as a **"no show."** The spot will then be offered to members on the waiting list or those waiting at the studio. A penalty will be applied to the Member's account for no-shows.

2. CLASS CANCELLATION POLICY

If a Member cannot attend a booked session, they must cancel their booking via the app at least 2 hours before the class begins. Cancellations cannot be made via phone, email, or the front desk.

Members who fail to arrive within the first 5 minutes of the class will have their booking marked as a **"no show,"** and their spot will be reallocated. A penalty will apply for each no-show.

After 3 no-shows or late cancellations within a 30-day period, the Member's ability to book classes will be suspended for 15 days.

To ensure a smooth experience for all participants:

- Late entries are not permitted after the first 5 minutes of the class start.
- Leaving a session early is strongly discouraged.

Mix reserves the right to deny access to the studios in such cases.

3. GROUP CLASS RULES

Studios are exclusively reserved for group classes. Access is not permitted outside scheduled hours.

The Crosstraining and Challenge areas remain available for Members unless a class is taking place in these areas.

Mix makes every effort to deliver sessions as scheduled, but the timetable is subject to change without refunds.

4. PARKING

Mix Gym & Wellness memberships do not include parking as a guaranteed benefit but offer complimentary access to Indigo parking for members, subject to availability on a first-come, first-served basis with a maximum rotation of 3 hours per visit:

- **Parking C (Gym & Wellness):** Accessible at any time (+1 floor, Tenreuken entry).
- **Parking A:** Available after 6 PM on weekdays and at all times during weekends (-1 floor, Tenreuken entry).

To use the parking, members must register their vehicle license plate at the Gym & Wellness reception and download the **Izix app**.

Rules and Conditions:

- Parking is limited to 3 hours per car per day. Members who exceed this limit two times within a 30-day period will lose parking access for the following 30 days.
- Members are advised to check parking availability via the **Izix app** before entering. If the parking lot is full, the barrier will remain closed.
- Vehicles must be parked within marked spaces.
 - **Green spaces** are reserved for electric vehicles but may be used by non-electric vehicles only if no other spaces are available.
 - **Blue spaces** are exclusively for persons with reduced mobility.
- **Parking B** (public parking Indigo, entrance located Boulevard du Souverain) does not belong to Mix and requires payment.

Liability:

Mix is not liable for theft, loss, damage, or injuries occurring in the parking facilities. Issues should be addressed with Indigo, the parking manager.

Members can also explore nearby free parking options:

- **On the street (Blue Zone):** Disc parking is required between 9am and 6pm from Monday to Saturday, with a maximum stay of 2 hours. Parking is free outside these hours and all day on Sundays.
 - **Green Zone Parking:** Free parking areas are available within a 5-minute walk.
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5. THEFT, LOSS, DAMAGE, AND INJURIES

Participation in Mix activities or the use of its facilities involves inherent risks. Members and Clients acknowledge and accept full responsibility for these risks and waive any claims against Mix for injuries or accidents that may occur.

In the event of an injury, Mix is authorized to seek medical assistance on behalf of the Member or Client, with all associated costs to be covered by them.

Mix is not liable for any lost, stolen, or damaged personal items on its premises. Lost items, if found, will be stored at reception for up to 2 weeks.

Access badges are personal and mandatory for entry. A fee of €15 will be charged for every 3 instances of forgotten badges. In the event of a lost badge, a replacement fee of €5 will apply.

6. DRESS CODE AND ETIQUETTE

Smoking is strictly prohibited in all areas of the Mix (even in outside areas). Proper workout attire must be worn at all times.

Always use a towel on the equipment during use and clean it by wiping it down thoroughly after you're done. Members must unload weights after use and use equipment only inside the club.

Towels provided by Mix:

- Mix provides one towel per person (plus a small wiping towel).
- Towels are mandatory in the sauna, salt room, and relaxation areas.
- Mix Towels are prohibited on the grass.

Showers are required before entering the spa, pool, or ice bath.

Pool and Wellness area rules:

- Swimsuits must be for swimming usage only (not be worn for any other usage).
 - Underwear under swimwear and sport shorts are prohibited.
 - Nudity is not permitted.
 - Shoes are not allowed in the wellness area.
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7. PRIVACY AND CONDUCT

- Lockers are provided for personal belongings and only during visiting time. Each person may use one locker only, which will automatically open after 5 hours.
- Changing must be done in designated areas.
- Taking photos or videos of others is prohibited to protect privacy.
- Food, drinks (except for water), and glass containers are not allowed in the Gym and Wellness areas.
- Towels and amenities should remain on the premises. Taking them outside the gym & wellness area will be considered as a theft and may result in legal action.

Failure to comply with these rules may result in Member exclusion

8. SPECIFIC MEMBERSHIP TYPES

CLUB MEMBERSHIP

Unlimited access to the Gym & Wellness and our flex-desk coworking Library 2 days per week or 4 half-days.

Club membership prices are indicated excluding VAT (21%).

Advantages:

- 1 monthly complimentary fitness assessment
- Early access to class bookings (2 days before other Members)
- Invite one guest per month
- 50% discount on private lockers
- Office amenities (printer, day locker)
- 10% discount on event spaces, conference rooms, and restaurants
- 20% discount on hotel rates for you and your guest
- 3 days per year: day use of a hotel room for a power nap

Usage Rules:

- Phone booths are for video calls only.
- Meeting rooms "Papier Boulette" can be booked for a maximum of 1 hour per coworking day per Member (2 days/week). Outside guests are allowed. Booking via the app and requesting the access code at the front desk.
- Access to the Romeo is permitted for work from 12pm to 4.45pm (upon availability only). No food or outside guests are allowed. Please leave the space clean and tidy after use.

Important:

The coworking space is strictly reserved for Members with an active subscription.

Any attempt to bring in external guests without prior approval from the team will result in a penalty of €60/day (price of a day pass).

In case of repeated violations, we reserve the right to unilaterally terminate the subscription in accordance with our General Terms & Conditions.

LIGHT OFF PEAK MEMBERSHIP

Access restricted to:

- Weekdays: entry after 9:00 AM and exit before 5:30 PM
- Weekends and public holidays: entry after 2:00 PM until closing time

Any usage beyond these hours will result in a penalty of €60/day (price of a day pass).

Repeated violations of these hours may lead to unilateral termination of the subscription in accordance with our General Terms & Conditions.

YOUNG MEMBERSHIP

Restricted to individuals under 30 years of age.

Upon reaching 30 years of age, the subscription will automatically be upgraded to a HEALTH Membership, after prior notification via email.

Members may cancel their subscription if they do not wish to accept the upgrade.

HEALTH MEMBERSHIP

Full access to the Gym & Wellness within opening hours.

No restriction, while respecting the rules regarding classes, parking and conduct mentioned above.

No access to the coworking space, the "Papier Boulette" meeting room, or the Romeo area during the day.