

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 (e.g. the Member's access to the classes will be suspended).

2. CLASS CANCELLATION POLICY

If a Member cannot attend a booked session, he/she must cancel his/her 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.

Mix reserves the right to cancel a class up to 2 hours before its scheduled start time if there are 3 participants or less.

4. GUEST POLICY

Only the Club membership includes one complimentary guest pass per month, allowing you to invite someone to spend the day with you at Mix.

For all other membership types, you can purchase a Day Pass at any time for €60 to invite a friend.

Additional guest passes are also added to your profile on certain occasions:

- Loyalty Day Pass after your first month of membership (valid 5 months)
- Loyalty Guest Pass after 4 months of membership (valid 5 months)
- Birthday Guest Pass, on your birthday, you can bring one guest free of charge (valid only on the exact date, cannot be postponed)
- Referral Guest Pass: for every person who signs up using your referral code, you will receive a Day Pass (valid 5 months)

Please note: Guests must always be accompanied by the member upon entering the club and remain at all times under the member's sole responsibility. Unaccompanied guests will not be permitted to enter. Mix reserves the right to restrict guests' access to the club during certain times (e.g. peak hours or bank holidays).

Any inappropriate behaviour of the guest can lead to its exclusion and/or the suspension or termination of the subscription of the member.

5. 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 from 6:00 AM to 11:00 PM (+1 floor, Tenreuken entrance).
- **Parking A:** Accessible after 6:00 PM on weekdays until 11:00 PM, and from 7:30 AM to 11:00 PM on weekends (-1 floor, Tenreuken entrance).

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 3-hours limit over three times within a 15-day period will lose parking access for the following 15 days.
- Members who park their vehicle in Parking A outside the above-mentioned hours or park their vehicle in a non-authorized place will also lose parking access for the following 15 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 (including bike park). 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.

6. 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 the Client.

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 €5 will be charged for every 3 instances of forgotten badges. In the event of a lost badge, a replacement fee of €5 will apply.

7. 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.

Towel provided by Mix:

- Mix provides one (1) towel per person (plus a small wiping towel).
- Mix Towels are prohibited on the grass (straw mats to place underneath are available from the staff).

Pool and Wellness area rules:

- Towels are mandatory in the sauna, salt room, and relaxation areas.
 - Showers are required before entering the jacuzzi, pools, or ice bath.
 - 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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8. PRIVACY AND CONDUCT

- 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.
- Guests (via day pass or any other arrangement) must be accompanied by the Member who invited them. Failing to comply with this rule, guests will not be granted access.

Failure to comply with these rules may result in Member exclusion.

9. LOCKERS

9.1. Temporary lockers

Temporary lockers are available in the changing rooms on the first floor and are included in the Membership. They may be used only during the visit, and each Member may use one locker only. Lockers automatically open after five (5) hours. Mix accepts no responsibility for any theft, loss, or damage of personal belongings stored in these lockers. Each Member is solely responsible for ensuring that his/her locker is properly closed and locked.

9.2. Private lockers (rental)

Private lockers, in addition to the temporary lockers above, are located on the first floor and are offered on a rental basis, subject to availability. Access to the locker is strictly personal.

Availability and access:

Private lockers are offered on a rental basis and are subject to availability. Access to the locker is strictly personal.

Payment terms:

- For yearly Memberships, the locker rental fee is paid in advance for the full year. For monthly Memberships, the locker rental fee is paid monthly upfront, at the same time as the Membership fee, via SEPA direct debit.
- For the first month of rental, the locker rental fee is prorated.
- If the Membership is paused or suspended (including for medical reasons), the locker rental fee remains fully due for the entire rental period.

Non-payment and locker opening:

In case of non-payment of the locker rental fee, the Member loses access to the locker. Mix may then open the locker, including by cutting or breaking the padlock if necessary. Personal belongings found in the locker will be stored at Reception for a maximum period of two (2) weeks. It is the Member's sole responsibility to retrieve his/her belongings within this period. Mix is not liable for any theft, loss, or damage to personal belongings during this storage period.

Padlock ("cadenas"):

A padlock is provided by Mix and is included in the rental price. The padlock must be returned at the end of the rental period. If the padlock must be broken by Mix (for example, due to non-payment or abandonment of the locker) or is not returned, the Member will be charged for the cost of the padlock.

9.3. Secured valuables lockers

For valuables and electronic devices, small individual lockers with a personal code and integrated charging stations are available after the Gym & Wellness Reception, in an area monitored by security cameras, for short-term use during the visit.

9.4. Member responsibility

The Member is responsible for properly closing and locking the locker after each use. Mix cannot be held liable for any theft, loss, or damage resulting from lockers left open, improperly closed, or shared with third parties.

10. 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 lump sum indemnity 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 to Gym & Wellness 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 lump sum indemnity of €60/day (price of a day pass).

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

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

YOUNG MEMBERSHIP

Full access to the Gym & Wellness within opening hours.

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.

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

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.