A. General Rules & Booking Process:

1. The centre management kindly request that any comments, complaints or feedback be submitted to the Centre reception in writing. Each comment will receive our full care & attention. We will respond with the appropriate action within 28 working days.

2. New Members & users must complete the Membership Form (either in electronic or paper format) & read & agree to be bound by these Sports Centre Conditions of Use. Any application for Membership may be refused by the Centre management at their sole discretion & where a new Membership must be registered. The Centre management will ensure that where a new Membership is refused by the Centre management, they will have a matter to be reported must fill in the Health Questionnaire (on this website) & supply it to Centre reception before using the facilities. Additionally before using the facilities you must have a medical assessment if you have been recently ill. In particular:

3. You acknowledge that you have read & understood the University’s Health Commitment Statement (paper copies being available to all Members & users at front reception & notice boards & posters at the reception & displayed at the Sports Centre). By using the facilities Members & users agree to the commitments made in the Health Commitment Statement. In particular it is your sole responsibility to decide whether you are physically capable of undertaking any particular activity.

4. Our staff are not medically qualified. If you have any doubts about your ability to undertake a physical exercise you must do so & we expect you to see you doctor before exercising.

5. No smoking is permitted in any area of the Sports Centre (whether inside or outside of the Sports Centre building).

6. Shirts or vests must be worn at all times whilst in the Sports Centre or using the facilities.

7. Users may use facilities under the influence of drugs or alcohol.

8. No food or open drinks containers or glass are permitted on or near areas of play.

9. Children (Under 16’s) must be accompanied at all times by a parent or guardian who will be responsible for their care.

10. Children (under 14) are not permitted in the bar area after 9 p.m.

11. All bookings over £10 in value must be fully paid in advance. No refund will be required unless otherwise stated.

12. Members must produce their Membership card or other photographic ID on each visit or where asked to do so by Sports Centre staff or University security staff & you must show your Membership card & any other documents that you have been asked to produce. If you have lost your Membership card you will be charged a non-Member rate & service will take longer.

13. 24 hours cancellation notice must be given to cancel any booking or the infringement amount will be owed. No further booking will be permitted where you have an outstanding debt.

14. Bookings can be made up to 7 days in advance, although this is waived for block bookings. Where Members make multiple bookings during peak times these will be removed and the Member informed.

15. Equipment may be hired for some activities via reception in exchange for a deposit. Hire periods may differ.

16. Members and their guests must ensure that their personal belongings are on their person or physically secure at all times since they are entirely at their own risk. The University & its staff will not be legally responsible to you or your guests for any damage, theft, loss or any other reasonable expense.

17. Any breach of the conditions of use or any incident you must report it immediately to Sports Centre staff or if not possible as soon as practical thereafter.

18. These Sports Centre Conditions of Use may only be amended by the University at any time at our sole discretion. The up to date version of these Sports Centre Conditions of Use can be found at http://www.brookes.ac.uk/brookesport

B. \& Conditions of Use:

1. All direct debit Membership payments will start when agreed as per your confirmation letter. You are required to pay any advance monthly payments & administration charges indicated on the Membership form. Direct debit Membership payments will continue after the anniversary date of the start date of your Membership.

a) Cancellation of Direct Debit: Members paying on a monthly basis, via Direct Debit who wish to cancel their Membership must do so in writing direct to us 28 working days prior to the initial payment amount has been made. No refunds can be offered for any membership payments that have already been received.

b) Suspension of Direct Debit: If you are a new Member in advance for annual Membership (as indicated on the attached Membership form) it will last 12 calendar months after the start date stated on the Membership form & will automatically terminate on the first anniversary date of your Membership.

2. To renew your annual Membership you must tell us before the anniversary date that you wish to renew your Membership & pay us next years annual Membership fee in full unless otherwise stated.

3. We may immediately terminate your Membership where you have failed to make any payment (whether annual or monthly direct debit); In such circumstances your access to facilities may be refused.

4. You are responsible for ensuring that the Membership level you are signed up to is suitable for you & if your circumstances change you must inform the Sports Centre.

5. The Centre reserves three gym facilities, a climbing wall, sports halls, swimming pool, synthetic turf pitch, a bar, café, squash courts & range of classes & equipment or fighting, jewellery, fins, snorkels or resistance mitts unless agreed by the duty manager, holding lane ropes, food or drink on poolside; &

6. Bathers should shower before entering the poolside & should not swim if they ill or have diarrhoea; &

7. It is the responsibility of all Members to inspect the physical state of the NGTP before use & report any defects or any equipment which is damaged; &

8. Payments in full in advance will be due & no refund will be permitted on booking.

I. Sports Hall Etiquette:

1. England & Wales Cricket Board advice on protective equipment must be adhered to by all players. Any equipment not meeting the NOP/EAP for this Centre. We reserve the right to decline entry (at our discretion).

2. It is the responsibility of all Members to inspect the physical state of the NGTP before use & report any defects or any equipment which is damaged; &

3. Conditions 1, 2 & 3 of Section J. Rules for Use of Synthetic Turf Pitch shall apply.

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