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. Your comments will be used to improve our service. We will aim to respond within 5 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. Acceptance of the Form is a condition of Membership. The Centre reserves the right to refuse any Membership application.
3. You acknowledge that you have read & understood the University’s Health & Safety Policy & the Code of Conduct. 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. Your comments will be used to improve our service. We will aim to respond within 5 working days.
4. Our staff are not medically qualified. If you have any doubts about your ability to undertake a physical exercise you must not 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).
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 18’s) must be accompanied at all times by a parent or guardian who will be responsible for their behaviour.
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 paid 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 ID when requested to do so, for example, to enter the changing areas or use the gym. Any charges incurred by your Membership card 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. 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.
15. The University reserves the right to cancel any booking or make alterations to booking times at its discretion.
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 will provide a full refund on any pre-paid annual Membership fee or any payments that have already been received.
17. You must carry a towel at all times. Please sit or lie on your towel, use it to wipe down equipment & benches after each use; &
18. No glass or other breakable objects should be taken onto the STP; plastic containers are to be observed at all times. Anyone who privately hires the pool should obtain a copy of the NOP/EAP for this Centre. We reserve the right to decline entry (at our discretion).
19. You must abide by the following when using the squash or badminton courts:
20. 1. Obey instructions from Centre staff at all times; &
21. 2. Only indoor footballs may be used. Non-marking footwear should be worn at all times.
22. 3. Conditions 1, 2 & 3 of Section J. Rules for Use of Synthetic Turf Pitch shall apply.