

## University of Surrey Booking Terms & Conditions and Customer Commitment Statement

### **Covid-19 Commitment Statement**

Please adhere to current government guidelines on COVID-19 protocols.

Do not come to the building if you have the following symptoms or you are living in a household with someone who is self-isolating:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

**Please cancel your session and self-isolate.**

### **1. Guest user booking conditions**

- 1.1.** When you register for our online booking system as a pay as you go (PAYG) guest member you will automatically be given either an Adult guest account or a Junior guest account, depending on your age.
- 1.2.** Your guest account will enable you to book classes and activities at Surrey Sports Park, up to 4 days in advance.
- 1.3.** PAYG guest members who fail to turn up for 2 or more booked sessions within a 3 month period may be prohibited from booking in advance for a period of one month.

### **2. Members booking conditions**

- 2.1.** Full members, (including sport only, and fitness only members) may make an advance booking for the Facilities or for pay-as-you-go classes up to 14 days in advance. Please note that there will be a charge for “peak time” advance bookings. There is no charge for bookings by full members during “off-peak” hours. Further information regarding peak and off-peak hours can be found on the Website and may be subject to change.
- 2.2.** Full or sport members may book squash courts 14 days in advance without payment of a booking fee.
- 2.3.** A full or sport member may only make a booking for a single session of duration of 55 minutes for badminton and basketball (excluding full arena activities), 40 minutes for squash and 55 minutes for tennis, in each case for a single court. Members may not make simultaneous or consecutive bookings for a court or more than one court. To support the option of members arranging their own competition or social session, group bookings are available for groups of 5 members or more, subject to prior agreement by SSP’s management. Subject to the above, any consecutive or simultaneous courts that are booked will have the latter or one of the courts cancelled with no prior notice being given.
- 2.4.** Members who fail to attend / check-in for a class or session may incur a non-attendance charge.
- 2.5.** If the member has booked a court and is playing with a non-member, the non-member must pay a guest fee at front of house before entering the court. The receipt must be retained as the non-member may be asked to produce the receipt to verify the payment.
- 2.6.** If you arrive late for a class booking you may be refused entry.
- 2.7.** If you arrive late for a booking for: the arena; a court; and/or to play any racquet sports, you may use the relevant Facilities but your session will end at the time detailed in your booking and you will not be given any additional time to use the relevant Facilities.

### **3. Student booking conditions**

- 3.1.** You may make an advance booking for the Facilities to which you are entitled to use (dependent upon your membership type) up to 14 days in advance. Please note that there will be a charge for “peak time” arena sport advance bookings. There is no charge for bookings by full members during

“off-peak” hours. Further information regarding peak and off-peak hours can be found on the Website and may be subject to change.

- 3.2. Student swim membership holders may make advanced aqua based class bookings up to 14 days in advance.
- 3.3. You may only make a booking for a single session of duration of 55 minutes for badminton or basketball (excluding full arena activities), 40 minutes for squash and 55 minutes for tennis, in each case for a single court. You may not make simultaneous or consecutive bookings for a court or more than one court. To support the option of student members arranging their own competition or social session, group bookings are available for groups of 5 members or more, subject to prior agreement by SSP’s management. Subject to the above, any consecutive or simultaneous courts that are booked will have the latter or one of the courts cancelled with no prior notice being given.
- 3.4. Student members who fail to attend / check-in for a class or session may incur a non-attendance charge.
- 3.5. If you have booked a court and are playing with a non-member, the non-member must pay a guest fee at reception before entering the court. The receipt must be retained as the non-member may be asked to produce the receipt to verify the payment.
- 3.6. If you arrive late for a class booking you may be refused entry.
- 3.7. If you arrive late for a booking for: the arena; a court; and/or to play any racquet sports, you may use the relevant Facilities but your session will end at the time detailed in your booking and you will not be given any additional time to use the relevant Facilities.

#### **4. Club Members booking conditions**

- 4.1. Club members, (including Badminton, Squash, Hockey and Tennis) may make an advance booking for the Facilities or for Club Only Sessions up to 4 days in advance. There is no charge for bookings by full members.
- 4.2. To support the option of members arranging their own competition or social session, group bookings are available for groups of 5 members or more, subject to prior agreement by SSP’s management.
- 4.3. Subject to the above, any consecutive or simultaneous courts that are booked will have the latter or one of the courts cancelled with no prior notice being given.
- 4.4. Members who fail to attend / check-in for a club or session may incur a non-attendance charge.
- 4.5. If you arrive late for a club booking you may be refused entry.
- 4.6. If you arrive late for a booking for: the arena; a court; and/or to play any racquet sports, you may use the relevant Facilities but your session will end at the time detailed in your booking and you will not be given any additional time to use the relevant Facilities.

#### **5. Check in & Building flow**

- 5.1. Customers will have to pre-book.
- 5.2. You will need to check in with a member of staff at the entrance to the building before entering.
- 5.3. If a queue is formed at the front entrance it will form on the left hand side and will be identifiable by floor / path markings.
- 5.4. Priority will be given to those who have pre-booked at queuing points.
- 5.5. From the front entrance you will be directed to one of two reception points and asked to check in at your activity.
- 5.6. You will be asked to sanitise your hands at reception before going passed the turnstiles.
- 5.7. When you have gone through the turnstiles please keep to the left when walking through corridors to your activity.
- 5.8. Adhere to all signage.
- 5.9. Be respectful of the current social distancing requirements.
- 5.10. Please follow any instructions given by a member of the Sports Park staff.
- 5.11. Please do not congregate in corridors or throughways.
- 5.12. When leaving please go straight to the exits.

- 5.13. Please cover your mouth if coughing or sneezing and sanitise your hands and arms after.
- 5.14. Please raise any concerns with a member of Surrey Sports Park staff

## 6. Activity/room use

- 6.1. Please sanitise your hands upon entering and leaving the room / activity.
- 6.2. Adhere to all signage.
- 6.3. Be respectful of the current social distancing requirements when moving within the room or talking to a member of Surrey Sports Park staff.
- 6.4. Please wipe down equipment before and after use.
- 6.5. Please raise any concerns with a member of Surrey Sports Park staff.

## 7. Toilets / changing areas

- 7.1. Changing facilities will not be available - we request that you arrive changed ready for your activity.
- 7.2. Only drawstring bags are permitted.
- 7.3. Lockers will not be available, please come ready to exercise.
- 7.4. Toilets will be available.
- 7.5. Be respectful of the current social distancing requirements when moving within the room.
- 7.6. We recommend that you wipe down contact areas before and after use.

## 8. Fitness Suite

- 8.1. Sessions will start and end as advertised.
- 8.2. We recommend you arrive as close to the start of your session as possible.
- 8.3. Wash your hands before entering the fitness suite and after finishing your gym session.
- 8.4. Sanitise your hands upon entering the fitness suite.
- 8.5. Wipe down equipment with the cleaning materials provided before and after use.
- 8.6. Follow the signage and one-way system when moving around the fitness suite.
- 8.7. Ensure that you adhere to social distancing guidelines when moving around the fitness suite.
- 8.8. No spotting of other gym users – please use the safety pins provided.
- 8.9. Stay within the marked-out equipment areas when exercising.
- 8.10. Follow the guidance when using the platforms in the free-weights area.

## 9. Studios

- 9.1. Please arrive up to 15 minutes before your class, late arrivals may be refused entry
- 9.2. Wash your hands before and after your class.
- 9.3. Sanitise your hands upon entering the studio space.
- 9.4. Wipe down any equipment used with the cleaning materials provided before and after use.
- 9.5. Ensure that you adhere to the social distancing guidelines when taking part in the class.
- 9.6. Do not congregate in groups before or after your class.

## 10. Court Bookings

- 10.1. Please arrive no earlier than 5 minutes prior to your booking start time.
- 10.2. All bookings must check in at the main reception before play.
- 10.3. Please wait for all of your group to be present before queuing and checking in.
- 10.4. Wash your hands before and after your activity.
- 10.5. By booking a court you agree to ensure that National Governing Body and Government guidance is adhered to by you and your group. This information can be viewed in on our [website](#) and will be displayed around the activity areas.

## 11. Swimming

- 11.1. People of different standards and abilities will use the pool. Please respect their right to enjoy their swim.
- 11.2. Do not make physical contact with other participants.
- 11.3. Choose your lane using the fast, medium and slow signs and by watching those already swimming.
  - 11.3.1. Please do not overtake whilst swimming.
  - 11.3.2. Before pushing off at each turn, check to see if anyone faster is approaching.

- 11.4.** Please follow the directional signs and move across to the appropriate side of the lane for each length.
- 11.5.** Always attempt to maintain appropriate social distance between yourself and another swimmer.
- 11.6.** If you change to a slower stroke as part of your session, think about moving lanes.
- 11.7.** No equipment hire will be permitted.
- 11.8.** Whether stopping for a rest or catching your breath after completing your swim, please be mindful that others using the lane will want to keep on swimming without stopping; so keep yourself to the edge of the lane allowing others to turn at the wall, turning head away and allowing others to maintain social distancing measures.
- 11.9.** Stay hydrated by bringing your own 'pre-filled' water bottle on to poolside during your swim.
- 11.10.** This information can be viewed in on our [website](#) and will be displayed around the activity areas.