



HOPE PARK SPORTS

AT LIVERPOOL HOPE UNIVERSITY



Sports Facility Hire Customer Information Guide

www.hope.ac.uk/hopeparksports

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1. Welcome, Contacts and Key Responsibilities

We are committed to providing a safe, welcoming and enjoyable environment for all users of our facilities. To help us achieve this, we ask that all customers, participants, officials and spectators follow the guidance contained within this Customer Information Guide and any instructions provided by members of staff.

Key Contacts

Sports Bookings

Email: sportbookings@hope.ac.uk

Sports Centre Reception

Telephone: 0151 291 2911

Campus Services

Telephone: 0151 291 3800

Customer Responsibilities

As the customer making the booking, you are responsible for:

- Ensuring that all participants, officials, opposition teams and spectators comply with the University's policies, procedures and safety requirements.
- Making all participants aware of the information contained within this guide and any instructions issued by Hope Park Sports staff.
- Providing and maintaining any documentation required as part of the booking process, including risk assessments, insurance and safeguarding documentation where applicable.
- Ensuring activities are conducted safely and in accordance with all relevant health and safety requirements.
- Reporting any accidents, incidents, near misses or concerns to a member of staff as soon as possible.

2. Booking Confirmation, Invoicing and Cancellations

You the customer, must submit the following information, no later than 7 working days (minimum) to the commencement of your booking:

- The signed Sports Facility Hire Agreement that the Sport Bookings team will prepare and send you detailing dates, times, duration, cost, requirements and your contact details. NB: You will normally be invoiced for:
 - a single booking immediately following the event.
 - multiple bookings at the end of every month
- A copy of your public liability insurance
- A Risk Assessment and where necessary a Method Statement
- If you have young people and/or vulnerable adults in your care as part of your booking for which safeguarding practices must be evident:
 - your safeguarding risk assessment
 - your club safeguarding and child protection statement
 - procedural guide – the procedures you will adopt when using the sports facilities including monitoring of changing areas and use of toilets
- Details of any participants in your party that may require assistance during emergency evacuation.

Cancellations must be put in writing in an email, to cancel part or all of the booking. Cancellation charges will apply if they do not fall in line with our cancellation policy;

- More than 7 days 0%
- 4 days - 7 days 25%
- 3 days or less 50%
- 1 day or less 100%

Verbal requests to cancel will not be accepted and you may still be charged for the part of the booking you are canceling.

3. Booking Requirements & Safety Responsibilities

3.1 Risk Assessments

Customers must provide a suitable risk assessment prior to the commencement of the booking. The University reserves the right to suspend activity where risks are not being managed appropriately.

3.2 Safeguarding

As the customer making the booking, you are responsible for the safeguarding of any young people and/or vulnerable adults in your care during the period in which they are on our premises.

You must have appropriate plans and provisions in place when using University facilities, which is a shared space with adult users, you will be expected to provide:

- your safeguarding risk assessment
- your club safeguarding and child protection statement
- your procedural guide detailing the procedures you will adopt when using the sports facilities including monitoring of changing areas and use of toilets.

In the process of planning you can arrange to meet with a member of the team and do a recce of the sports facilities to establish how you will manage safeguarding.

3.3 Insurances

- Customers must maintain appropriate insurance cover throughout the period of hire.

4. Medical Emergencies and Evacuation Procedures

Medical Emergencies

- Hope Park Sports has qualified first aiders available during opening hours.
- Customers are expected to have a suitably qualified first aider present during their activity where appropriate.
- All accidents, incidents and near misses must be reported to Hope Park Sports staff immediately.
- In the event of a serious medical emergency, staff will coordinate the appropriate response and contact emergency services where required

- Contact a member of staff immediately. If a member of staff is unavailable and urgent medical assistance is required, contact emergency services by dialling 999.

Fire Safety Information

In the event of a fire alarm, all participants must evacuate via the nearest exit and proceed to the designated assembly point. Full emergency evacuation procedures are available via our website and upon request.

5. Access, Opening Times & Parking

The Sports Complex is on a swipe only access, this is for the security and safety of all our visitors. On arrival please telephone 0151 291 2911 and inform staff of the name of your booking to be granted access.

- Monday – Friday 7.30am - 9pm
- Saturday & Sunday 10.00am - 4.00pm.

A lead person must be appointed to the booking, the lead person must report their arrival to the Sports Centre Reception.

Car Parking - Pay and Display

- Pay and Display Facilities – Official visitors to the University are welcome to park on campus, prices available on request. Overnight parking is not permitted.
- Coaches – If your party are arriving by coach, please let us know so we can inform our Campus Operatives, we cannot guarantee coach parking bays will be available.
- Coaches must not drop off/pick up anywhere on Taggart Avenue as this can cause disruption to flowing traffic / residents.
- Blue Badge Holders – The University provides a number of disabled parking bays situated close to the main University buildings, if any of your party requires use of the disabled parking bays please notify us in advance so we can provide them with a parking pass to display alongside their blue badge.
- You nor any of the contributors to your booking must park on or obstruct any highway or route allowing access to the facilities or any University premises

6. Participants, Spectators & Footwear

You must notify us in advance of how many participants will be in attendance, both in a playing and spectating capacity, these numbers must not exceed the maximum capacity levels of facility areas.

Facility Area	Max Number of Players (playing area)	Viewing Area for Spectators	Footwear	
			Permitted	Not Permitted
3G Pitch				
7 x 7	14	Pathway of 3G pitch no spectators to be on the pitch or dugout	Moulded or screw in studs*	Trainers, Astro Boots or flat soled shoes
9 x 9	18			
11 x 11	22			
Astro Pitch				
7 x 7 football	14	Around the perimeter of playing surface	Trainers, Astro Boots	Spiked, bladed shoes and shoes with worn soles
11 x 11 hockey	22			
Sports Hall				
Netball	14	Mezzanine	Trainers	Astro boots, black or mark- ing soled shoes
Basketball	10			
Badminton	Up to 4			
Dance Studio				
Generic	25	N/A	Trainers	Marking soled shoes

If your sport/activity is not listed please get in touch with us to provide the correct detail.

If you have spectators present at your sessions you must speak with the Sports Booking team to ensure capacity levels are not exceeded.

6.1 Attire/Footwear

- You must wear appropriate clothing and shoes when taking part in a sporting activity. No street/dress shoes, sandals or flip flops and no restrictive/heavy clothing, jeans or combat trousers are permitted.
- You must at all times wear the correct footwear that is appropriate to the

sport that you are taking part in and footwear that is suitable to the surface that you are playing on, you will need to ensure all participants are aware of what these are.

The University reserves the right to stop the session and/or ask anyone to leave if these rules are not adhered to. Wearing inappropriate clothing/ footwear can cause damage to the playing surface and injury to the person.

Boot brushes are available to the entrance of each outdoor pitch they must be used when entering and exiting the pitches and before entering the outdoor changing rooms.

7. Booking Times and Overruns

- Sessions run from on top of the hour and last for a duration of 55 minutes, if you book for 2 hours then the duration of the booking will be 110 minutes, please make sure you leave the facility playing area at the agreed end time.
- Access to the facility area you have booked will be granted at the agreed start time of your booking. We will not allow earlier access prior to the start time of the booking for set up - It is your responsibility when organising your session to build in sufficient set up time and set down time.
- You must ensure the booking does not over-run your allocated times.
 - The University has a zero-tolerance approach to bookings that over-run. If your booking over-runs staff will advise it to stop immediately and you will be invoiced for additional time taken over the agreed contract.
 - Your booking will be reviewed and future bookings may be terminated..

8. Equipment

- Standard sports equipment, including football goals, will be set up by Hope Park Sports staff prior to the start of your session.
- If you require a non-standard pitch or goal layout, please notify us in advance. We will make every effort to accommodate your request; however, this cannot be guaranteed and may be subject to staff availability.
- Customers and participants must not move, adjust or dismantle any fixed equipment without the permission and supervision of a member of staff.
- Unauthorised movement of equipment may result in the session being stopped and future bookings being reviewed or withdrawn.

- Customers are responsible for providing all consumable equipment required for their activity, including balls, shuttlecocks and similar items.
- Any additional equipment brought onto site must be approved by Hope Park Sports in advance. The University reserves the right to refuse the use of equipment that has not been pre-approved.
- Equipment, furniture and personal belongings must not obstruct walkways, fire exits or emergency escape routes.
- No alterations, attachments or additions may be made to the facilities without prior written approval from the University. Items must not be fixed to walls, floors, ceilings or equipment using tape, blu-tac, nails, screws or similar materials.
- Any electrical equipment brought onto site must be approved by Hope Park Sports in advance and, where applicable, have a valid Portable Appliance Test (PAT) certificate.
- The use of heaters, kettles, microwaves, cooking appliances or similar items is not permitted on University premises.

9. Changing Facilities

Changing facilities which have showers, toilets, lockers and a communal area are available on request, requests must be made in advance using the booking form. A maximum of 2 changing rooms will be offered if available.

- outdoor facility hire will be allocated our External Change Facilities*
- indoor facility hire will be allocated our team change.

Separate toilet facilities are available away from the changing areas for spectators, there are also 2 accessible toilets with shower facilities. Please be aware that the toilet facilities at Hope Park Sports are shared by all users of all ages.

Changing Facilities

- Changing facilities, including showers, toilets, lockers and communal areas, are available on request and must be booked in advance. A maximum of two changing rooms may be allocated, subject to availability.
- Outdoor bookings will normally be allocated the External Changing Facilities, while indoor bookings will be allocated the team changing rooms.

- Separate toilet facilities are available for spectators, and accessible toilets with shower facilities are also available. Please note that toilet facilities are shared by users of all ages.
- On arrival, please speak to a member of staff who will direct you to your allocated changing area. Customers are responsible for ensuring that all participants and spectators use the correct facilities.
- Where bookings involve children or vulnerable adults, appropriate supervision and safeguarding arrangements must be in place for the use of changing and toilet facilities.
- The Village Change facilities are reserved exclusively for gym members and must not be used by facility hire customers.

External Changing Facilities

- Access is via the entrance located to the right of the main sports complex entrance.
- Boot brushes must be used before entering the changing rooms.
- Football boots and bare feet are not permitted inside the main sports complex.
- Personal belongings should be stored securely. Changing rooms can be locked by staff on request; please notify staff when the last participant leaves the changing room.
- Personal belongings are brought onto University premises at the owner's risk. The University accepts no responsibility for the loss, theft or damage of personal property.

10. Fixtures and Opposition Teams

If you wish to host fixtures or invite opposition teams to use the facilities during your booking period, you must provide the following details to **sportbookings@hope.ac.uk** at least 7 days in advance:

- Club/organisation name
- Lead contact name
- Expected number of players
- Expected number of spectators

Failure to provide this information may result in the opposition team being refused access to the facilities.

As the customer, you are responsible for ensuring that all opposition players, officials and spectators comply with the University's rules, regulations, policies and all relevant health and safety requirements.

You must ensure that opposition teams and spectators are made aware of the information and requirements contained within this customer guide.

The University reserves the right to refuse access to, or require the removal of, any individual or organisation that is considered unsuitable, unsafe or in breach of University regulations.

Appendices

1. GEEP

www.hope.ac.uk/media/gateway/staffgateway/governance/healthandsafetydocuments/Hope%20Park%20Sports%20GEEP.pdf

2. Emergency Assembly Points

Emergency Assembly Points Hope Park Sports Specific.pdf (upload to website)

<https://www.hope.ac.uk/media/gateway/staffgateway/governance/healthandsafetydocuments/Emergency%20Assembly%20Points%20Hope%20Park.pdf>



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