



HOPE PARK SPORTS

AT LIVERPOOL HOPE UNIVERSITY



Sports Facility Hire Customer Information Pack

www.hope.ac.uk/hopeparksports

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1. Introduction

Welcome and thank you for choosing to hire the sports facilities at Hope Park Sports, Liverpool Hope University.

Hope Park Sports works with the University Health & Safety Advisor to ensure compliance with the requirements of the Health & Safety at Work Act 1974, to make your visit as safe as possible.

Hope Park Sports is committed to giving Health & Safety the high priority that it rightfully deserves. In addition, visitors to the facility are equally expected to support this commitment by complying with our policies, procedures and working practices and to recognise that they too have Health & Safety obligation both to themselves and to one another.

- As the customer hiring our facilities, you are responsible for ensuring that you and all participants on your booking, including opposing teams and spectators comply with all statutory health and safety requirements and all other requirements of management detailed in this information pack.
- As the customer hiring our facilities you are responsible for ensuring that all participants on your booking are made aware of our health, safety, fire and general instructions issued.

2. Communication

2.1 Email

All communication, including enquiries, requests, cancellations or amendments and responses will be conducted exclusively through email, ensuring a clear and efficient record of interactions.

Email - **sportbookings@hope.ac.uk**

2.2 Telephone

If you require assistance during your visit use:

- Hope Park Sports Main Reception – **0151 291 2911**
- Campus Services – **0151 291 3800**

3. Fire Safety

You must observe fire, health and safety advice provided by or on behalf of the University at all times.

On your first visit to the sports facilities please ensure that you familiarise yourself with the closest fire exit(s) to the space or spaces you are using and the evacuation procedures stated below, a member of staff will assist on arrival if required.

3.1 Fire Safety Information

- Fire safety information is displayed prominently in University buildings and rooms. Please ensure you and all participants are aware of this information.
- Fire doors are installed to reduce the spread of smoke and toxic gases and ultimately slow the spread of fire. Fire doors must therefore not be propped open or obstructed. Fire doors are not to be locked shut, or in any way prevented from being opened.
- Please be aware that our fire alarm system is checked on a regular basis; therefore, please ensure that all participants are made aware of the following test:

Thursdays 8.30am – 10.30am

- During the test the alarm will sound briefly (no more than 10 seconds). If the alarm continues to sound then it must be considered a fire situation and the building must be evacuated.
- There are designated areas for smoking and vaping, please ensure these areas are utilised.

3.2 Emergency Evacuation Plans

- Where possible, you the customer should inform the manager or staff on duty of any persons who may have difficulty in evacuating an area in the event of a fire alarm activation. This information will be given to Campus Services in the case of an emergency.
 - The University will create a Personal Emergency Evacuation Plan (PEEP) with any member of your party who may require one in order to ensure that they can leave the building safely in the event of an emergency. Please contact us in advance of your first visit for further information.

- You should also read, familiarise yourself and share with any participants in your booking the detail contained within Hope Park Sports' Generic Emergency Evacuation Plan (Appendix 1)

3.3 Fire Evacuation Procedures

- As the customer you are responsible for all the participants in your booking, you must keep a record of the number of people in attendance.
- All members of your party must respond to fire alarms by following the evacuation procedure.
- If a fire is discovered do not attempt to put it out. Immediately raise the alarm. If possible, sound the fire alarm by using the nearest RED Fire 'Call Point'. Please familiarise yourself with this facility. Alternatively, you should raise the alarm by shouting persons to alert them to the fire.
- In the event of a fire, please check that everyone in your party leaves the building/facility area by the nearest escape route and immediately report to the nearest designated Emergency Assembly Point. When everyone is clear of the building/facility area check that all your participants are accounted for. If you are worried that anybody is missing, please inform a member of staff or contact Campus Services immediately.
- Should anyone above ground level be unable to exit the building easily in the event of fire, they should be directed to the nearest Refuge Point where they should wait for assistance, lifts should not be used. Please inform staff or Campus Services if someone is waiting for assistance.
- Fire marshals will be responsible for the safe evacuation of the building you must follow their instruction and safely assemble at the designated Emergency Assembly Points, organisers must make themselves familiar with these areas (Appendix 2)
 - Do not re-enter the building until told to do so by a Fire Marshall, Campus Services or the Fire Service.
- No one in your party should in any way misuse a fire alarm or fire safety appliance, misuse of fire alarms and firefighting equipment is a criminal offence and the University reserves the right to seek investigation and subsequent prosecution. This includes:
 - propping open doors with fire extinguishers.
 - Where a fire alarm is activated through negligence, carelessness or mischief, the person concerned will be escorted from the University.

- Fire extinguishers which are discharged unnecessarily will be charged for.
- No one in your party must cover or inhibit the effectiveness of smoke detectors in any room of the University.

4. Medical Emergencies

Hope Park Sports have members of staff that are first aid qualified, there will be at least one qualified first aider on duty during opening hours with the Campus Services' team offering additional qualified first aiders.

It is expected that either you or a member of your booking is a qualified first aider, this person will be required to make themselves known to Hope Park Sports staff before the activity commences and in the case of an accident/injury notify staff who will coordinate contact with Campus Services, in the rare event that you are unable to contact Hope Park Sports staff please contact Campus Services direct using the telephone number in the Key Contacts section. In the event that you do not have a qualified first aider present at any of the sessions please inform Hope Park Sports staff as soon as you can.

Hope Park Sports staff and/or Campus Services will attend and arrange for the necessary procedures to be followed including arranging for an ambulance to be called and to complete a University Accident Report Form.

- Please do not call an ambulance yourself as this may delay medical assistance reaching the casualty.
- All accidents, health and safety related incidents or anything that could have potentially caused harm; a near miss, must be reported to Hope Park Sports staff so the University Accident Report Form can be completed.

5. Health and Safety Information

5.1 Risk Assessments

In accordance with our terms and conditions of hire you must ensure that a Session Risk Assessment and where necessary a Method Statement are completed prior to the facility hire booking start date. The Sports Booking team will inform you as to whether a Method Statement is required for your particular booking. The University reserves the right to terminate any session, if it is not evident that hazards are being managed in an adequate manner (in the sole opinion of the University). A

Facility risk assessment and a session risk assessment template can be provided upon request.

5.2 Safeguarding

As the customer making the booking, you are solely 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.

- Guidance and information on this is available in the HM Government guide “Working Together to Safeguard Children – 2023” available online at the UK Government website.
- Young people and vulnerable adults must be supervised at all times with a sufficient number of well-briefed DBS checked chaperones for the number of children participating.

If your booking includes young people and/or vulnerable adults we expect that you have a dedicated Safeguarding/Child Protection Officer or a person in a similar role who must make themselves known to Hope Park Sports staff before any activity commences.

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.

Throughout this document there is information regarding safeguarding practices please ensure that you are aware of all information and include this in to your procedural guide.

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.

The University reserves the right to terminate any booking if the necessary documentation outlined above is not provided prior to the booking start date and if it is discovered that procedures are not being followed when using the facilities at Hope Park Sports.

5.3 Insurances

- You must not do anything which might invalidate any insurance maintained by the University in respect of the venue or which might increase the insurance premium payable for the venue.

5.4 Electrical Equipment

- Any items of electrical equipment you wish to bring with you must be approved by the Sport, Fitness and Development Manager, only items that have a valid Portable Appliance Test (PAT) certificate will be approved for use.
- You cannot bring equipment such as heaters, kettles, microwaves or any type of cooking appliances onto University premises.

6. 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.

7. Additional Information

7.1 Building Access/Opening & Closing Times

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

7.2 Appointed Lead Person

If you the customer are not going to be present for the sessions, you must appoint a lead person and provide their details on the booking form.

On arrival you or the appointed lead person must report their attendance at the Sports Centre Reception - participants will not be granted access to the facility area without you or the appointed lead person being present.

7.3 Participants

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 marking soled shoes
Basketball	10			
Badminton	Up to 4			
Dance Studio				
Generic	25	N/A	Trainers	Marking soled shoes

**moulded and bladed footwear are not permitted in doors.*

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.

7.4 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.

7.5 Opposition Teams/Spectators

- If you intend to invite opposition teams to play matches at the facilities during the period of your booking you will be required to provide full details including club name, lead person's name and expected attendance numbers of both players and spectators to **sportbookings@hope.ac.uk** at least 7 days in advance of the date they are due to use the facilities. Failure to do so will result in teams being refused access.
- You as the Customer are responsible for ensuring that any participants or spectators of the opposing team complies with the terms: all statutory requirements and the rules, regulations and policies of the University.
- The University reserve the right to object to the Customers invitation to/or use of any third party's that the University, in our reasonable opinion, consider to be unsuitable or unsafe and may require their removal from the facilities.
- It is your responsibility to inform any participants or spectators of the opposing team, of the statutory requirements and the requirements of management. You must ensure that all participants from the opposing teams and spectators comply with health and safety regulations.

7.6 Booking Times/Duration

- 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.

7.7 Equipment

- Equipment such as football goals will be moved in to position by Hope Park Sports staff prior to the session start time. If you require goals to be set up in a different layout to that of a the standard 7, 9 or 11 a side booking this must be communicated in advance of the booking, we will do our upmost to assist but we cannot guarantee that staff will be available to move these so we advise you to plan your session accordingly and with minimal movement of football goals outside of the standard 7, 9 or 11 a side pitch format.
- You, nor any of the participants in your party are permitted to move any fixed items of equipment without a member of staff being present.
 - The University reserve the right to cancel the session and all future sessions on the booking if any equipment is moved without consent.
- Consumable items such as footballs, netballs etc will not be supplied by the University.
- If you plan to bring in any equipment that is in addition to the consumable items required for your sport/activity you must let us know in advance. The University will reserve the right to refuse additional equipment being used that was not pre-agreed or approved.
- Please note that equipment/furniture must not be moved or placed where this would block or otherwise obstruct fire routes and exits.
- You must not make any alteration, attachments or additions to the facilities without the written consent of the University. Furthermore, you must not fix items to walls, floors or ceilings with blu-tac, string, tape, nails, screws or anything of this nature.

7.8 Changing Facilities and Toilets

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.

You must ask staff on arrival to direct you to which changing area you have been assigned, it is your responsibility that all participants/spectators are aware of which changing area/toilet facilities to use, if your party involves young people and/or vulnerable adults your safeguarding procedures must include how changing and toilet facilities will be managed.

Strictly no access to the Village Change will be permitted as these areas are for our gym members only.

If you have young people and/or vulnerable adults in your party it is imperative you ensure they do not use the Village Change as this would jeopardise your safeguarding procedures.

***External Change Facilities**

- The entrance to our external changing rooms is to the right of the main entrance, all participants must use this entrance to enter and exit the facilities.
- Boot brushes are positioned outside of the changing rooms and must be used by all players re-entering the changing rooms.
- Players are not to enter the sports complex main entrance wearing football boots or in their bare feet.

All personal belongings should be stored away safely where lockers are provided, a member of staff will be able to lock the changing room on request. This must be communicated by the last person to leave the changing room, failure to do so may result in open access to the changing rooms.

7.9 Car Parking – Pay and Display

- Pay and Display Facilities – Official visitors to the University are welcome to park on campus at a cost of £2.00 for all day parking. 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.

7.10 Music Licence and Performing Right Society (PRS)

Liverpool Hope University is responsible for ensuring that University premises are covered for all instances of music use. If your booking requires the use of music, it is your responsibility to ensure it is reported to Hope Park Sports.

Unauthorised music systems should not be brought into Hope Park Sports, music systems are available at Hope Park Sports, if you require use of the systems please state this at time of booking in the purpose of hire section, this may incur additional charges.

If playing music during the session without approval from Hope Park Sports, charges may be applied to cover the charges associated with the use of copyright music.

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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