

**Staff Family Membership Scheme Rules and Regulations**

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Hope Park Sports Main Reception – 0151 291 2911

Campus Services – 0151 291 3800

1. **What’s included?**

Members have access to the Fitness Suite and Squash Courts, subject to booking and availability; equipment loans are free of charge.

1. **Video Induction**

The video you watched as part of the registration process completes your induction process, we strongly advise you watch this video to understand how to use the facilities and equipment.

1. **Collection of Membership ID Card**

All University entrances have a swipe access control for the security and safety of all of our visitors. On your first visit to collect your Membership ID card you will need to telephone Hope Park Sports Reception to inform staff the reason for your visit and a member of the team will grant you access and issue your ID card.

You must have your ID card with you on all visits to Hope Park Sports, your ID card will give you access through the front entrance and fitness suite doors at Hope Park Sports. If you do not bring your ID card with you, you will not be able to use the facilities.

1. **Opening & Closing Times**

The building opening and closing times are as follows:

|  |  |  |
| --- | --- | --- |
| **Day** | **Building Time** | **Fitness Suite Time** |
| Monday – Friday | 7.30am – 9pm | 7.30am – 8.30pm (last entry 8.00pm) |
| Saturday & Sunday | 10.00am – 4.00pm | 10.00am – 3.30pm (last entry 3.00pm) |

No access to any facilities including changing areas will be granted before or past the opening/closing times, please make sure that you vacate the facilities before the closing times.

There may be times that these times are subject to change, customer notices will be posted around the centre with forewarning where possible, make yourself familiar with all customer notices.

1. **Changing Facilities, Toilets and Lockers**

The changing facility for use with your Staff Family Membership is the Village Change facilities which have showers, toilets and lockers available. Lockers take £1 coins or trolley tokens.

No personal belongings will be permitted into the fitness suite or squash courts – any such items will be asked to be moved or in the event they are left unattended will be removed by staff and placed in lost property.

1. **Attire/Footwear**

You must wear appropriate clothing and shoes when taking part in a sporting/fitness activity. No street/dress shoes, sandals or flip flops and no restrictive/heavy clothing, jeans or combat trousers are permitted. You must wear non-marking souled footwear in the squash courts.

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 gym equipment, surfaces and injury to the person.

|  |  |  |
| --- | --- | --- |
| **Playing Area** | **Acceptable Footwear** | **Not Acceptable Footwear\*** |
| Fitness Suite | Trainers | Flip flops, open toed shoes heels |
| Squash Courts | Non-marking soled trainers | Marking soled trainers |

\*Bare foot is not acceptable in any areas of the sports building – it is advisable to wear flip flops in the changing areas.

1. **Fitness Suite Access**

You will need to scan your ID card on the fitness suite attendance scanner, located on the reception desk, to record your attendance on each visit.

Adhere to our basic gym etiquette;

* Wipe down equipment after use; multipurpose cleaning spray and cloths are left in the fitness suite for members to wipe down machines after use. If these are not available ask a member of staff
* Re-rack weights; all weights/loose equipment should be returned to their designated storage areas when finished with; do not leave weights on machines/floors where they can become an inconvenience for other users or a tripping hazard
* Limit rest time between sets; take breaks between sets but be mindful of how long you are resting especially with popular equipment. If you need to take longer rests consider working in with other members. Mobile phones should not be used to take calls in the fitness suite.
* Be mindful of your surroundings; pay attention to where you set up your workout routine – are you blocking access to equipment, doorways. Don’t drop weights or use equipment in a way that could be disruptive to those around you and on the floor beneath you.
* Time spent on cardio machines; avoid extended period of times especially during peak times and adjust settings when you finish.
* Maintain a respectful volume level, especially if working out in a group, this can be distracting for other users.
* Ask permission before taking equipment if someone else is already using it, politely ask if they have nearly finished or ask if you can share the equipment and also be respectful if someone asks these questions of you.
* Capturing images of other people is an invasion of privacy, the use of equipment taking videos/photos is strictly prohibited in all Hope Park Sports’ facilities.
* Be courteous and friendly to other gym users; a friendly smile and hello can go a long way.
1. **Squash Court Bookings**

Bookings can be made via the reception desk or telephone, up to 7 days in advance; on the day bookings are not permitted.

* Sessions run from on top of the hour and last for a duration of 55 minutes:
* Equipment can be loaned from reception desk;
	+ items not returned or returned damaged as a result of negligence will be charged for as set out on the T&Cs
* Maximum number of players per court is 2.
* All players must be registered members of the Sports Complex or Staff Family Membership Schemes;
	+ names of both players must be given at time of booking.
* On arrival all players must report attendance to the reception desk
* Access to the facility area you have booked will be granted at the agreed start time of your booking.
* You must ensure the booking does not over-run your allocated times:
1. **Electrical Items**

Electrical items such as mobile phones/iPads/laptops/music speakers are not to be charged at Hope Park Sports unless the appropriate PAT checks have been carried out and approval has been sought from Hope Park Sports’ staff.

1. **Fire Safety**

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 7.30am – 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.

1. **Emergency Evacuation Plans**

Where possible, you should inform the manager or staff on duty if you 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.

1. **Fire Evacuation Procedures**

If you discover a fire, raise the alarm by using the nearest fire alarm call point. In the event of a fire alarm activation (continuous sounding alarm), you MUST evacuate by the nearest safe fire exit and go to the nearest fire assembly point. Do not stop to collect your personal belongings. The assembly point is displayed on 'Fire Action' notices in prominent areas. Lifts are NOT to be used as a means of escape.

Persons with disabilities who may need assistance in evacuating from the premises are requested to contact the Estates Team, or event organiser for GEEP information.

1. **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.

If you need first aid notify a member of the Hope Park Sports staff, in the rare event they are not available please get in touch with Campus Operatives, using the telephone number in the Key Contacts section.

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.

1. **Food and Drink**

There is Starbucks café situated on the first floor of Hope Park Sports, which is open between 8.30am – 3.00pm Monday – Friday during term time. Other than this area no food should be consumed in any other areas of the sports facilities, fitness suite or playing areas.

Drinks providing, they are in a suitable sports drink container, may be taken into playing areas.

Alcoholic drinks are not permitted in any area at any time in the sports facilities, if alcohol is found it will be confiscated and the person(s) asked to leave the premises.

1. **Housekeeping**

All rubbish must be put into the rubbish bins provided – please make sure that water bottles are emptied of liquid before putting in the bins. Any spillages should be reported to Hope Park Sports staff immediately.

1. **Behaviour**

Hope Park Sports respects the rights of its customers and staff and will not tolerate:

* the use of inappropriate language
* violent, abusive or intimidating behaviour
* discrimination against anyone because age, gender, disability, culture, racial origin or religious belief.
* Smoking or vaping unless in the designated smoking/vaping areas
* Consumption of alcohol or drugs on the premises
* The misuse of equipment

Persons exhibiting unacceptable behaviour will be asked to leave the premises and may be prosecuted. CCTV cameras are in operation in the facility to monitor safety and security.

1. **Disciplinary Procedures**

Hope Park Sports does not tolerate disrespectful or bad behaviour, if participants who use Hope Park Sports are not adhering to any of the rules and regulations, health and safety procedures or codes of conducts that Hope Park Sports has in place appropriate disciplinary action will be taken which may result in temporary and where necessary permanent suspensions.