University of Surrey Booking Terms & Conditions and Customer Commitment Statement

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 members who fail to show up to 3 bookings within a 30 day period will be given a 7 days booking restriction.

2. **Members booking conditions**

2.1. 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. Members may book squash courts 14 days in advance without payment of a booking fee.

2.3. A 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 up to 115 minutes for tennis, in each case for a single court.

2.4. Members may not make simultaneous or consecutive bookings for a court or more than one court.

2.5. A member may only make a maximum of two court bookings during peak times per day.

2.6. Member bookings are intended for leisure use only - in order to organise competition, social sessions or private coaching, this must be agreed by SSP's management.

2.7. 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.

2.8. Any breach to the above will result in membership and/or booking penalties.

2.9. Members who fail to attend / check-in for a class or session may incur a non-attendance strike.

2.10. 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 nonmember may be asked to produce the receipt to verify the payment.

2.11. If you arrive late for a class booking you may be refused entry.

2.12. 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, as a

member, up to 14 days in advance. Student sport pass allows booking up to 4 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 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. A 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 up to 115 minutes for tennis, in each case for a single court.

3.3. Members may not make simultaneous or consecutive bookings for a court or more than one court.

3.4. A member may only make a maximum of two court bookings during peak times per day.

3.5. Member bookings are intended for leisure use only - in order to organise competition, social sessions or private coaching, this must be agreed by SSP's management.

3.6. 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.

3.7. Any breach to the above will result in membership and/or booking penalties.

3.8. Student members who fail to attend / check-in for a class or session may incur a non-attendance strike.

3.9. 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.

3.10. If you arrive late for a class booking you may be refused entry.

3.11. 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. Badminton club members 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. Member bookings are intended for leisure use only - in order to organise competition, social sessions or private coaching, this must be agreed 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 strike.

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. From the front entrance you will be directed to one of two reception points and asked to check in at your activity.
5.4. When you have gone through the turnstiles please keep to the left when walking through corridors to your activity.
5.5. Adhere to all signage.
5.6. Please follow any instructions given by a member of the Sports Park staff.
5.7. Please do not congregate in corridors or throughways.
5.8. Please raise any concerns with a member of Surrey Sports Park staff

6. Activity/room use

6.1. Adhere to all signage.
6.2. Please raise any concerns with a member of Surrey Sports Park staff.

7. Toilets / changing areas

7.1. Changing facilities will be available **7.2.** Only drawstring bags are permitted. **7.3.** Lockers will be available
7.4. Toilets will be available.
7.5. We recommend that you wipe down contact areas before and after use.

8. Fitness Suite

8.1. Wipe down equipment with the cleaning materials provided before and after use.
8.2. No spotting of other gym users – please use the safety pins provided.
8.3. 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. Wipe down any equipment used with the cleaning materials provided before and after use.

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. By booking a court you agree to ensure that National Governing Body guidance is adhered to by you and your group.

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. A student 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 up to 115 minutes for tennis, in each case for a single court.

11.5. Student Members may not make simultaneous or consecutive bookings for a court or more than one court.

11.6. A student member may only make a maximum of two court bookings during peak times per day.

11.7. Member bookings are intended for leisure use only - in order to organise competition, social sessions or private coaching, this must be agreed by SSP's management.

11.8. 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.

11.9. Any breach to the above will result in membership and/or booking penalties.

11.10. Always attempt to maintain appropriate distance between yourself and another swimmer.

11.11. If you change to a slower stroke as part of your session, think about moving lanes.

11.12. No equipment hire will be permitted.

11.13. 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.

11.14. Stay hydrated by bringing your own 'pre-filled' water bottle on to poolside during your swim.