

# University of Brighton, Sport Brighton Terms and Conditions

## **1. General regulations for use of facilities.**

- 1.1. The Management reserve the right to alter the terms and conditions to reflect operational needs.
- 1.2. Users will always comply with the instructions/final decisions of the University's duty staff relating to security, safety & management.
- 1.3. The normal hours of opening are displayed at each centre however the University reserves the right to alter the times.
- 1.4. Persons who require assistance in exiting any Sport Brighton facilities during any alarm activation must inform staff. Personal emergency evacuation plans will be formed if deemed necessary.
- 1.5. User capacity restrictions are in place on all Sport Brighton sites, during peak periods this may necessitate managed entry to facilities.
- 1.6. Facility and site specific rules and regulations must be adhered to, see relevant section contained within this document.
- 1.7. Please note that taking part in any physical activity has a risk of injury, although the University will make every effort to minimise risk, customers participate at own risk.
- 1.8. Report any accident/incident immediately to Sport Brighton reception and complete a University of Brighton accident/incident form.
- 1.9. First aid assistance can be obtained from Sport Brighton reception or University caretakers.
- 1.10. In the event of hearing the fire alarm (a continuous siren) or discovering a fire (after activating an alarm point), each individual shall immediately leave the building via the nearest safe emergency exit then congregate in the external fire assembly points clearly signed. Do not use lifts. Nobody may re-enter the building until informed that it is safe to do so by the Fire Building evacuation controller identified by a luminous orange jacket. Should you be aware that a person is not accounted for please report this to a member of staff in luminous orange or yellow jacket. It is the responsibility of Hirers to ensure everyone in their charge is aware of all fire evacuation procedures and routes.
- 1.11. Appropriate dress must be worn at all times. No offensive logos or advertising permitted. Sporting footwear only permitted in activity areas.
- 1.12. Photography including the use of mobile phones for photography is not permitted, without written permission of Sport Brighton. Under no circumstances should others be filmed without their permission.
- 1.13. In the interests of hygiene and safety, other than guide dogs, dogs and other animals are not admitted to the facilities without prior written consent of Sport Brighton.
- 1.14. All equipment brought onto the premises must have approval from Sport Brighton, be in good repair and, if requested, all applicable statutory inspection certificates, and risk assessments provided. Users are liable for any damage caused by the use of personal equipment.
- 1.15. Users should not attempt to put up or take down equipment in which they have not received training. Once inducted on any piece of equipment it is the user's responsibility to ensure correct technique is used.

- 1.16. Users shall not use, cause or permit any person to use the facility/equipment for any purpose other than that for which it was booked.
- 1.17. Users should not obstruct other shared areas at the site or do anything which may in any way put the health and safety of others or the University's or other people's property at risk.
- 1.18. Users will promptly report to the University any defect or damage to the University's property or equipment and the University will carry out repair or replacement where necessary. The University shall be entitled to recover the full cost from the Hirer if the loss or damage was caused by the Hirer or someone attending the Activity.
- 1.19. Coaching or tuition of any kind are not permitted in Sport Brighton facilities without formal consent from Sport Brighton management.
- 1.20. No food and only drinks contained in screw top sealable plastic bottles allowed in activity/sport areas. Rubbish must be placed in the bins.
- 1.21. Users and visitors will conduct themselves in a quiet, well-mannered courteous manner and show consideration & respect for all other users & our neighbours at all times.
- 1.22. Users and visitors who appear intoxicated or unfit for the purpose of their visit will be refused entry to the facilities.
- 1.23. The management reserve the right to refuse entry at all times and to terminate memberships with immediate effect.
- 1.24. The University may at any time withdraw all or any part of the facilities for any period or periods where and when it may be deemed necessary for repair, maintenance, alteration or for safety reasons or alternative use.
- 1.25. Cars are expected to be parked in appropriate places and in accordance with the University policy or Local Authority parking regulations. University car parks have parking restrictions. Accessible parking is available at each site and clearly marked for the appropriate badge holders. Persistent offenders may have their booking/membership revoked.
- 1.26. E-Scooters and not permitted on campus as per [Cycle Facilities and Micro-mobility Policy](#). E-Bikes must be stored in designated campus facilities and cannot be charged in sport brighton facilities.
- 1.27. No smoking or vaping anywhere on Sport Brighton premises. Designated smoking areas are sign posted on campus.
- 1.28. Equipment hired must be returned after use to where it was obtained. Failure to do so may result in hirer being invoiced for replacement.
- 1.29. Sport Brighton can only take cashless payments

## **2. General Conditions of Hire**

- 2.1. The Hirer will ensure that those attending the activity are aware and adhere to all terms and conditions of use.
- 2.2. Bookings are unconfirmed until there has been acknowledgement from Sport Brighton staff.
- 2.3. Booked time allocated to a Hirer includes that necessary for setting up and taking down equipment. The Hirer and those involved with the activity must be clear of the facility at the time their booking finishes to allow the next session to start. Where bookings are scheduled for the last session of the day the Hirer and those involved must be clear of all facilities within the building by closing time.
- 2.4. The Hirer will not make any alterations to the University's fixtures and fittings in the Facility. If the Hirer with the consent of Sport Brighton moves furniture within the Facility, the Hirer will return the furniture to its original position at the end of the Activity.

- 2.5. The Hirer is responsible for loading, unloading and setting up all equipment in the Facility (other than that provided by the University).
- 2.6. If there are bad weather conditions and facilities are deemed unplayable by the Duty Officer the University reserves the right to cancel the booking at any time including during the timeslot. An appropriate refund will be given in that situation.
- 2.7. During normal operating hours changing and toilet facilities will endeavour to be provided if Sport Brighton are notified in advance.
- 2.8. Individual student clubs may have additional rules relating to that club only and a copy of these will be given to the relevant member.

### **3. Casual Use**

- 3.1. Facility hire Advance booking range limited to 7days for members, 5 days for non member students and staff and 48 hours for non-members. For booking periods greater than this see section 5.
- 3.2. All use must be booked through Sport Brighton and fees paid prior to use. The hirer must be present and partaking in use of the facility. Coaching is not permitted in casually booked courts unless written authorisation has been provided and any fees paid.
- 3.3. Cancellation notice must be given to Sport Brighton staff at the site involved. Please contact the site Duty Officer directly on 01273 643520 (Falmer); 01273 642126 (Moulsecoomb) to advise. If less than 3hrs cancellation notice is given a cancellation fee equivalent to the full value of the booking is due (or non-refund given if pre-paid) unless the booking slot is subsequently resold.
- 3.4. Maximum user capacity in casually booked activities as follows:

Basketball ring – max 8

Basketball court – max 10

Volleyball court - max 12

Netball court - max 14

STP 9v9 – max 18

STP full pitch – max 22

Tennis/Table tennis/Badminton – max 4 per court

### **4. Fitness Classes**

- 4.1. Fitness classes Advance booking range limited to 48hrs for non-member externals, 5 days for non-member UoB students and staff, 7 days for members.
- 4.2. All use must be booked through Sport Brighton and any non member fees paid prior to use via reception.
- 4.3. All Members must scan or sign in at reception prior to use. Failure to sign in may lead to assumption of 4.5 below. Class capacity as per booking system.

- 4.4. Members can pre-book a maximum of 8 classes during a 7 day period. 2 classes of the same description cannot be booked on same day.
- 4.5. Cancellation notice must be given to Sport Brighton. Please contact 01273 643520 or online. If less than 3hrs cancellation notice is given, or class not attended without any notification, a cancellation fee equivalent to the full non-member rate, regardless of membership, is due (or non-refund given if pre-paid).

## 5. Contract Facility Hire

5.1. Contract/block booking facilities All correspondence should be sent to sportbookings@brighton.ac.uk clearly stating the Site and, if known, the Contract Reference in the email subject line.

### 5.2. Payment

- 5.2.1. The Hirer will complete a Booking Request Form providing full information on proposed activity & return with payment/deposit agreed.
- 5.2.2. First time customers and special events will be charged a non-returnable 25% deposit before confirmation of booking.
- 5.2.3. Payment should be made prior to use or within the time parameters set out in booking confirmation.
- 5.2.4. Bookings are unconfirmed until written confirmation is received from Sport Brighton on the receipt of all relevant payments, completed forms & supporting information.
- 5.2.5. The Hirer will inform the University in writing of any requests to amend agreed booking in any way. Amendments are unapproved until written confirmation is given by Sport Brighton.
- 5.2.6. If there is any additional information outstanding from the Hirer after formal allocation of the Facility has taken place, the Hirer shall notify the University of any outstanding information at least 7 days before the start of the Hire Period otherwise the University shall be entitled to cancel the booking in accordance with cancellation policies.
- 5.2.7. The Hirer shall not assign/sub-let the right to use the facility or any part thereof without obtaining permission of Sport Brighton in writing.

### 5.3. Cancellations

If the Hirer wishes to cancel a confirmed booking, or part of said booking, written notice of cancellation must be supplied; the following charges may apply:

- 5.3.1. Cancellation notice received less than 7 days New Hirers / 3 days Regular Hirers before the start of the Hire Period are liable for full charge.
- 5.3.2. If cancellation affects VAT exemption rules then discounts applied will be removed and hirer liable for full charges due.
- 5.3.3. The University may (without liability to the Hirer) cancel a booking with immediate effect by giving notice at any time to the Hirer, but will only do so in the event of a confirmed booking if:-
- In the reasonable opinion of the University, the booking may be damaging to the reputation or interests of the University; or
  - The Hirer is in breach of these terms and conditions; or Payment is overdue by 30 days+ in respect of this booking or any other booking made by the Hirer or remains unpaid less than 7 days before start of hire period;
  - or If University need dictates a significant requirement for that area;

- or Circumstances arise which are outside the University's reasonable control (weather and ground conditions included):
- or If the Hirer should have disclosed any relevant fact at the time of booking but failed to do so, the University reserves the right to cover its net loss of income for the cancelled Activity from the Hirer.

#### **5.4. Additional Health & Safety and Insurance for contract/blocking bookings**

- 5.4.1. All Hirers must report to Sport Brighton reception on each occasion prior to using the facilities.
- 5.4.2. The Hirer will ensure all persons under 16yrs of age who are at the site with the Hirer's permission are adequately supervised at all times by competent & qualified staff.
- 5.4.3. The Hirer will have adequate insurance to cover the activity they are undertaking and will produce the certificate of insurance to the University for inspection if requested. The Hirer will be guided by best practice and any relevant competent body in ensuring adequate cover.
- 5.4.4. The Hirer will give the University the name and contact details of its representative who will remain in the Facility at all times during the Activity and will be available to deal with any queries about the booking and any incidents which may arise during the activity.
- 5.4.5. The Hirer will inform the University of the nature of the proposed activity and will be responsible for assessing the risk of activity undertaken within the booked session. The University may request a risk assessment should the activity be deemed outside of the scope of standard sporting activity or where it is deemed higher risk such as larger scale events. The Hirer will ensure that where necessary all those with responsibilities for the activity are suitably qualified to undertake their roles, and provide relevant certification to Sport Brighton on request. Sport Brighton may provide guidance and request additional information if the activity involves any medium/high risk activity, including work involving young persons. The risk is always with the Hirer regardless of Sport Brighton guidance.
- 5.4.6. The Hirer will conform to University Child protection policy see section 21.

#### **6. Liability**

- 6.1. The University's liability for loss or damage to person or property is hereby excluded (except liability for death or personal injury caused by the University's negligence) and for the avoidance of doubt the University is not responsible for damage to or loss of the Hirer's or other people's personal property whilst at the Site. The Hirer will however report any such loss or damage to the University.
- 6.2. The Hirer authorises the University by way of destruction, sale, gift, or otherwise as the University may determine, to dispose of any property of whatever nature or value which those for which the Hirer has responsibility may leave in the facilities. The Hirer shall note that the University operates a lost and found procedure. Details of this procedure are available from Sport Brighton.
- 6.3. The University does not guarantee that it will comply with any of the Hirer's requests which are not set out in the Booking Form.
- 6.4. The University is not liable for providing any of the Hirer's requirements where it is prevented from doing so by events beyond its reasonable control and the University's liability to the Hirer is limited to refunding the amount which the Hirer has paid to the University for the Activity (or a fair proportion of that amount where the Activity is still capable of proceeding).

- 6.5. Any damage caused by the users to property or contents will be repaired/replaced where necessary by the University and the full cost of reimbursement will be required from the user on presentation of a detailed invoice from the University.
- 6.6. Members or visitors engaging in University activities or making use of its facilities are responsible for ensuring that he or she is properly equipped and that his or her state of health and physical condition are such as not to involve any risk to him or herself or any person making use of the facilities. It is hereby understood and agreed that the University accepts no responsibility, for accident, injury, illness or misadventure caused to or suffered by members or guests on the premises howsoever caused.

## **7. Membership Rules**

- 7.1. Memberships cards should be shown on every visit and members may be asked to produce these at any point whilst using facilities, failure to do so will result in access being denied. Temporary cards can be issued on request but must be returned daily or a replacement card fee will be charged. Cards remain the property of the University of Brighton.
- 7.2. Members expelled will forfeit all privileges of membership.
- 7.3. Fraudulent use of a membership card, facilitating unauthorised access or misuse of facilities will result in Duty staff retaining the members Uni-card pending a formal application by the member to Sport Brighton Deputy Head of Sport (F&P) and subsequent investigation. Duty Officer is empowered to temporarily suspend membership and report to the Sport Brighton management team.
- 7.4. Direct Debits continue until cancellation notice received. Direct Debit members can cancel memberships at any time. Refunds will not be issued for any accrued payments. Cancellation notice must be given to Sport Brighton via the online form by the 25th of month prior to next payment date. Members must also cancel the instruction with their own bank.
- 7.5. Fixed term memberships and direct debit initial payments are unable to be refunded.
- 7.6. Facility lockdowns of 8 days or more due to Government or University guidelines will automatically initiate: Direct Debit memberships payments paused and any part month payments lost will be reimbursed at next full payment cycle. Periods of less than 8 days will not have membership payments amended.
- 7.7. Any cancellation of direct debit instructions by the customer direct with their bank will be classed as a cancellation of membership and reactivation of membership will be subject to any administration fees due.
- 7.8. Absolute discretion is retained by Sport Brighton staff to reject any membership application/renewal without ascribing reasons for doing so.
- 7.9. Personal details will not be given to any third party. Personal data will be used to inform you of any compromises to our operation i.e. unforeseen facility closure and to inform you when your renewal is due. We will also send you occasional details of our services and events, if you do not wish to receive these updates please inform centre staff.

## **8. Fitness Suites**

- 8.1. Only those holding a valid Membership can access Sport Brighton Gyms and must present a valid membership card to access facilities and on request
- 8.2. Cancellation notice of pre-booked session must be given to Sport Brighton. Contact 01273 643520 or online. If less than 3hrs cancellation notice is given, or session not attended without any notification, a cancellation fee equivalent to the full non-member rate, regardless of membership, is due.

- 8.3. Members can pre-book a maximum of 8 sessions during a 7 day period. Members are not able to book 2 sessions on same day.
- 8.4. All users are expected to wipe down seats, benches and handles of equipment used after use. It is advised for users own safety that equipment is wiped down prior to use also.
- 8.5. Members must complete an induction before use of the fitness gym is permitted.
- 8.6. Users must stow all weights/portable equipment in correct place after use. Non-adherence may result in membership termination.
- 8.7. No person under the age of 16 years will be admitted to the Fitness rooms unless agreed in writing by senior management.
- 8.8. Group training must be pre-booked and approved by Sport Brighton Management.
- 8.9. Maximum users permitted Moulsecoomb 90, BSHC 60.
- 8.10. Members are expected to use equipment in a timely manner to allow other users to access equipment. Overly occupying equipment whilst congregating/socialising in groups/pairs or using mobile devices is not permitted.

## **9. Changing Facilities**

- 9.1. Children (0-7yrs) regardless of gender can accompany their carer/parent into the carer/parents assigned changing area.
- 9.2. Changing facilities will close in accordance with Centre closing times; no provision is made for any user to use these facilities after such time.

## **10. Grass Pitches**

- 10.1. Grass pitches are to be used only for sporting activities as marked.
- 10.2. Only pre-booked select bookings permitted on grass. No casual bookings.
- 10.3. Full pitch hire includes goals/posts/nets as appropriate but excludes corner flags. Hirer is expected to erect nets and flags and return to designated changing room after.
- 10.4. For cricket pitch bookings (artificial wicket) Sport Brighton provides a boundary rope on a trolley and spring loaded stumps with bails. It is the hirers responsibility to put out this equipment and return it at the end of the booking.

## **11. Hard Courts**

- 11.1. No hard or studded shoes allowed on any area of the hard courts.
- 11.2. Only Tennis and Netball permitted on hard court areas unless otherwise agreed in writing by Sport Brighton management.
- 11.3. Floodlights are included in hire fees for bookings after sunset, Floodlighting constitutes 'half-light' equivalent to 200 lux (Club competition standard). 'Full Lights' 400 Lux will only be used for National level tournaments.
- 11.4. During exceptionally warm weather the playing surface may become soft to 'thumb pressure', if this occurs all use must cease till the surface returns to normal rigidity.
- 11.5. In the case of wet weather an assessment should be made by the hirer in conjunction with their activity risk assessment in conjunction with 2.6.

## **12. Meeting/Seminar Rooms**

- 12.1. No sporting activity to take place in the meeting rooms.
- 12.2. Maximum users permitted Falmer meads meeting room: Closed seating 20 Open seating 30. BSHC Seminar Room (The Den) Closed seating 20 Open seating 30

12.3. Falmer Sports Pavilion 1/2/3/4 respectively (note 1&2 and 3&4 can combine) Closed seating 18/22/24/24 Open seating/Sport Performance 24/24/30/30

### **13. Sports Halls (Meads and Hangar)**

13.1. Lighting within the sports halls for all sports and activities constitutes of 'half-light' equivalent to 200 lux (Club competition standard). 'Full Lights' 400 Lux will only be used for National level tournaments.

13.2. If booking 'Half' sports hall or Hangar please be aware that other activities may be using the remaining areas and as such there may be sound transference between the areas.

13.3. Maximum users permitted Closed Seating 300 Open seating 400 Sports Performance 200

### **14. Synthetic Turf Pitches (STP)**

14.1 Full contact Rugby is not allowed. Hockey only approved via consultation with management.

14.2 Floodlights are included in pitch hire at Falmer for bookings after sunset.

14.3 No practice or completing warm ups outside the pitch on any of the grass pitches, as it brings contamination onto the STP.

14.4 No metal studs or screw in studs will be worn by any of the users.

14.5 The Hirer is responsible for moving any goals or any equipment wanted for the session. Induction available on request.

14.6 If a ball travels across border to another pitch users of both pitches to cease play immediately till ball & players returned to correct area.

### **15. Dance and Fitness Studios**

15.1 Use of sound systems, equipment or fixtures is prohibited unless prior agreement has been made with, and confirmed in writing by Sport Brighton on submission of a full risk assessment.

15.2 Closed Seating 40 Open seating 50 Exercise class / dance performance / Martial arts (without equipment) 35

### **16. Gymnastics Area (Hangar)**

16.1 Hirers should only use their booked and allocated areas within this space.

16.2 Only authorised use of allocated equipment is permitted.

16.3 As an open area it is the responsibility of the session lead to ensure users do not use other equipment or non-booked areas.

16.4 Capacities: Gymnastics zone 40, Martial Arts area (without equipment) 30, Sprung floor 20.

### **17. Swimming Pool**

Pool Rules are set for the safety of all users and must be abided to at all times by all users. No spectators on poolside.

17.1 Anyone deemed to be acting inappropriately will be asked to leave the premises without refund.

17.2 None of the following allowed in the pool, pool hall or changing rooms: ducking, running, somersaults, bombing, food, glass, crockery, use of music/headphones, use of mobile phones or video photography, snorkels, face masks or flippers (unless agreed by the on duty lifeguard).

17.3 Balls or play equipment are not permitted. Please speak to the on duty lifeguard for details. Misuse of any equipment will result in expulsion.

17.4 Swimmers must shower thoroughly before entering the pool.

17.5 Users with known contagious infections should not use the pool.

17.6 Only those holding a valid Membership or booking (over 16 years old only) can access Open swim sessions at allotted times via pre-booking and must sign in at reception prior to use to be allocated a returnable access fob and register attendance.

17.7 Members can pre-book a maximum of 8 sessions during a 7 day period. Members are not able to book 2 sessions on same day.

17.8 Cancellation notice of pre-booked sessions must be given to Sport Brighton. Please contact 01273 643520 or online. If less than 3hrs cancellation notice is given, or session not attended without any notification, a cancellation fee equivalent to the full non-member rate, regardless of membership, is due.

17.9 Pool ratios

- Maximum bather limits: Main Pool 35 people. Training Pool 10 people May be restricted further depending on activity.
- If maximum bather limits are reached duty reception and lifeguard will co-ordinate admissions on a one in one out policy.
- Lane ropes will be used to manage pool numbers and lanes designated by speed of swimmers. Swimmers should swim in the direction noted on the lane sign.
- Sport Brighton reserve right to change the limit if health & safety is believed to be compromised. Duty Officer's decision is final.

Pool safety policy The following are based on National guidelines and publicised throughout the centre:

17.1.1 All lifeguards are fully qualified lifeguards and are there for your safety please listen to their advice.

17.1.2 The lifeguards have the responsibility for the safety of all swimmers and can be signalled using the emergency call points. Instructors/coaches/session-leads have an equal responsibility to those swimmers they are supervising and will raise alarm if required.

17.1.3 Never swim under the influence of alcohol or immediately after a meal.

17.1.4 Swim within your own ability and take account of any illness or disability that may affect you. Please inform Staff of any specialist assistance you require, or any medical condition you have, before entering the pool.

17.1.5 All non-swimmers will be restricted to the designated safe areas of the pool. A non-swimmer or poor swimmer may be defined as someone of any age who is not able to swim one length (25m) of the pool and tread water for 30 seconds to the satisfaction of the Duty Staff. Any swimmer who needs a carer to attend with them must arrange and undertake a PEEP and have written permission prior.

17.1.6 All non-swimmers and poor swimmers must not go out of their depth. With the exception of very young children supervised on a one to one basis or by virtue of their age and size, are out of their depth. The wearing of approved swimming aids under supervision may be considered sensible.

17.1.7 Swimmers who rely on armbands must wear nationally approved armbands that carry a kite mark or BS EN number.

17.1.8 Lifeguard signals - whistle blasts: 1 short blast- calls for the attention of a pool user or users. 2 shorts blasts- calls for the attention of another lifeguard. 3 short blasts indicate that a lifeguard is taking emergency action. 1 long blast- calls the attention of all pool users and indicates that the pool may be cleared.

17.1.9 In accordance with national guidelines no diving takes place in water where depth is less than 1.5m. Therefore no diving is permitted under any circumstances in the pool.

17.1.10 Swimming pool child care policy – private booking; All children aged 0-15years of age must be accompanied by a responsible adult 16 years or over until responsibility is handed over to the responsible session leader in accordance with the private hirers child handover/collection policy. The responsible person must maintain contact with the child in their care at all times, including changing rooms until handover is complete and after collection has occurred.

#### Supervision of 0-7yr olds:

17.2.1 The responsible leader may supervise up to 5 children aged 0-7rs, as long as the children can swim (25m) and tread water for 30 seconds.

17.2.2 Non swimmers aged 0-7yrs should ideally be supervised on a 1:1 basis. The final decision rests with the parent or guardian whereby a letter of consent is required by the group leaders for their reference.

17.2.3 The responsible leader must maintain eye contact with child/children in their care at all times.

17.2.4 The responsible person must always accompany the under 8 in the water.

#### Supervision of over 8 years olds:

17.3.1 The responsible leader may supervise up to 15 children aged 8-16yrs All non-swimmers must not go out of their depth.

17.3.2 The responsible leader must maintain eye contact with the child/children in their care at all times, and in all areas of the building.

#### Private Pool Hire Booking Policy

17.4.1 The following information must be provided by the hirer before confirmation can be finalised (additional to section 4.0):

17.4.2 Information on numbers participating and their swimming skills.

17.4.3 Number of Lifeguards to be present during the session and whether these will be provided by the Hirer or by the Pool Operator.

17.4.4 Lifeguards to be qualified to RLSS National Pool Lifeguard Qualification – copies of qualifications to be provided.

17.4.5 Specific agreement on the respective responsibilities of the Pool Operator and Hirer for action in any emergency.

17.4.6 A distinction needs to be drawn between: Emergencies arising from the activities of the group using the pool and other emergencies (structural or power failure etc.).

17.4.7 It is a requirement that group leaders have obtained consent from parents or guardians and that they have knowledge of each individuals swimming ability prior to taking part in the swimming activity.

## Pool Conditions of Operation

17.5.1 We operate the pool at 22 degrees or above.

17.5.2 If pool water temperatures are between 25-22 degrees we will post on the main landing page of our app.

17.5.3 For temperatures 21.9 degrees or below we will close the pool and update the landing page on the app accordingly and directly call anyone pre-booked. The web timetables and the app & web booking portals will display any sessions cancelled.

17.5.4 We advise everyone to pre-book. When daytime outdoor temperatures are, or have recently been, below 10 degrees we advise you to check those channels before attending. More than 5 full days of lane swim cancelations in a single month we will reduce the subsequent months DD payment accordingly for all SWIM ONLY & INCLUSIVE Members.

## 18. Catering Facilities

18.1 Hire of the Facility does not include any catering or bar facilities (unless otherwise stated in confirmation letter).

18.2 Vending Machines on University of Brighton sites are controlled by University of Brighton Catering department. All queries should be forwarded accordingly.

## 19. Posters/advertising

19.1 No advertising without prior written agreement from Sport Brighton management.

Advertising of activities and services held at Sport Brighton facilities or arranged by Sport Brighton will be advertised.

19.2 Sport Brighton will only use your contact details to approach you regarding business critical information such as renewals, changes to direct debits, cancellation of services etc. We will not share your information with third parties nor will we contact you regarding our own promotions unless you have opted into those mailing options. Full Privacy statement available via <https://sport.brighton.ac.uk/privacy-policy>.

## 20. Childcare policy

20.1 Child Supervision:

20.2 Children under age of 6 years old undertaking supervised activities within Sport Brighton facilities must be accompanied on-site at all times by their parent/guardian.

20.3 It is recommended that Parents/Guardians of Children over the age of 6 years old undertaking supervised activities within Sport Brighton facilities stay on-site at all times. If Parents/Guardian chose to leave site during the supervised activity must leave full emergency contact details with reception.

20.4 Children under the age of 14 whilst not undertaking a supervised activity must be supervised by a parent/guardian at all times.

20.5 Sport Brighton has a nominated Child Protection Officer, the Head of Sport, whose key responsibility will be to encourage and to promote good practice throughout all the Clubs and/or groups using or hiring our facilities by ensuring everyone is aware of their responsibilities. Sport Brighton will ensure that policies and procedures for recruiting staff and volunteers to their own programmes are adhered to.

20.6 Sport Brighton staff employed to work directly with children will be DBS checked.

20.7 Private Hire Of Sport Brighton Facilities:

20.8 Upon request to hire or use a facility, all club or group bookings which involve children will be issued with a copy of the Child Protection Adherence Form. This form must be completed in conjunction with the normal facility booking form and to a satisfactory level before any booking is confirmed. Failure to do this will result in the booking being denied or cancelled. This form requires you to confirm that adequate safeguarding is in place in line with Government guidance.

## **21. Complaints**

21.1. Customer comments or complaints can be made via our online comments and suggestions form on website. These are treated in strictest confidence.

21.2. Written complaints sent direct to Head of Sport, Brighton Sport and Health Complex. University of Brighton. Village way. Falmer. Brighton. BN1 9PH