



HILLS ROAD SPORTS & TENNIS CENTRE

Code of Conduct for Users of the Sports Centre and Facilities

1. Code of Conduct

Hills Road Sports and Tennis Centre seeks to provide facilities which users find pleasant, safe and enjoyable to use, and in which users can achieve their sporting and exercise goals. Users of the facilities are therefore expected to adhere to the following guidelines:

- Users should treat facility staff and fellow users with courtesy and respect, recognising that the facilities are used by people from a variety of different backgrounds and cultures.
- Users should treat equipment and all other facilities with respect and use equipment and facilities in an appropriate manner, (as defined in instructions and notices).
- Safety regulations relating to facilities and individual activities should be observed at all times. Users should be aware of safety procedures in relation to their sport or form of exercise and should seek to observe these procedures, not least when they affect the safety of fellow users or participants.
- If shared facilities are busy, users should seek to make facilities available as soon as possible to those waiting. At the same time, those waiting should be prepared to wait for a reasonable period or use alternative facilities until their chosen facility becomes free. Any disagreements should be referred to a member of staff.
- Users should wear appropriate dress and use the correct equipment for the activities being undertaken.
- Any attempt to make use of the facilities without paying the appropriate charge will be viewed as a disciplinary offence and may lead to action under the procedures defined below.
- Any significant damage to facilities or equipment caused by irresponsible behaviour will be viewed as an offence and may lead to action under the procedures defined below.
- Discrimination towards staff or fellow users on the grounds of race, sex, religion, or disability will not be tolerated and may lead to disciplinary action under the procedures defined below.
- Physical intimidation or violence towards staff or fellow users is entirely unacceptable and may lead to action under the procedures defined below.
- The Sports Centre management reserves the right to request a medical certificate if they are concerned that exercise may be detrimental to the individual's health or if their physical status has changed since signing the Health Declaration.

2. Disciplinary Procedures

Users are required to conduct themselves in a manner consistent with the above Code of Conduct. Where users breach this general requirement, the Sports Centre manager and Assistant Manager is authorised to deal with disciplinary matters and to take any of the following actions:

- Warning(s) as to future conduct.
- Immediate expulsion of users from premises pending investigation of incidents.
- Suspension from any of the facilities operated by the Sports Centre, for a period up to one month (with no refund of subscription or usage charges).

Appeals against such actions taken by the Sports Centre manager and Assistant Manager will be considered by the Vice Principal, Finance & Operations, Hills Road Sixth Form College.

Where the Sports Centre manager and Assistant Manager considers the matter in question to be of a more serious nature, further action may be taken. The Sports Centre manager and Assistant Manager has the authority to exclude the user(s) in question from using the facilities until a case is heard.

SPORTS CENTRE ETIQUETTE RULES & REGULATIONS:

- Strictly no smoking
- Trainers and sports clothing must be worn at all times whilst participating in sporting/leisure activities.
- No muddy outdoor boots or trainers to be worn inside
- Always swipe your membership card/report in at reception
- Always inform the Sports Centre if you wish to cancel a class or hall booking or any gym appointment
- No swearing, heavy petting or violence will be tolerated at any time.
- Please note last admittance to the Sports Centre and the outdoor facilities will be 45 minutes before the scheduled closure.
- Hills Road Sports and Tennis Centre is not responsible for any lost or damaged property.
- CCTV is operational around the site and building 24-7

