1. **Damage/Defects**
   1. Users must stop using and immediately report to the Duty Officer any damaged or defective Facilities or Equipment that might pose a danger.
   2. Users must not abuse or damage property of the University. Fair wear and tear expected. Users will be responsible for the cost of replacing or repairing damaged Facilities. Replacement or repair will be at the University’s option. Users may not be allowed to use Facilities again until any such charges have been paid.
2. **Clothing and Footwear**
   1. For participation in sporting and physical activity, appropriate dress (including upper torso clothing) and non-marking footwear must be worn at all times. Users must check the footwear and clothing requirements for the location in which they are playing and ensure that they comply with the requirements.
3. **Equipment**
   1. No electrical equipment may be used at FitZone without prior approval of the Operations Manager.
   2. All electrical equipment must conform to relevant legal standards and may only be used after confirmation of acceptability by the Operations Manager.
   3. Users are not permitted to move any large equipment (e.g. goals, nets and posts) around or off the area booked unless properly trained to do so.
   4. Users are entirely responsible for the operation and safety of their own and other equipment not belonging to FitZone
4. **Changing Facilities**
   1. Changing facilities are available at FitZone, please check in advance that these meet your needs before attending FitZone.
   2. All bags and outdoor clothing should be secured in the lockers provided.
5. **Photography**
   1. The use of photography or recording equipment is strictly prohibited at Fitzone. Any filming may only be undertaken with the authorisation of the Operations Manager.
6. **Food and Drink**
   1. No food of any kind may be consumed within FitZone, with the exception of the Sports Lounge. Only drinks contained within a sealed plastic bottle to avoid spillage or breakage.
7. **Car Parking**
   1. There is no public car parking on the University Campus.
8. **Opening Times and Description of Facilities**
   1. The opening and closing times of Fitzone are detailed on the Website: http//www.southwales.ac.uk/sport/fitzone
   2. Facilities available at each location are described on the website.
9. **Fitness Facilities**
   1. All Users of the Gym/ Strength room must sign and agree to Ftizone’s Health Commitment Statement. Inductions are available to all Users who require an induction.
   2. If a User’s circumstances changes at any time the User must consult a member of staff immediately and if required, be prepared to seek medical advice.
   3. Users must seek advice from Fitzone staff before using equipment that was not covered in their induction.
   4. In the interest of hygiene it is recommended that users bring a small towel when training. These are available to purchase at the Reception.
   5. Users are required to replace weight, dumbbells and lifting accessories and to wipe down the equipment after use.
   6. All customers attending Health and Fitness classes must hand a valid receipt/card to the appropriate member of staff for each class they attend. Membership cards must also be presented on request.
   7. Children under 16 are not permitted in the Gym Room
   8. Children under 18 are not permitted in the Strength Room
10. **Block Bookings by AU Clubs**
    1. **Bookings** – Recognised Clubs using the Main Hall, Studio or Squash Courts will initially be allowed one 1½ hour Block Booking per week. This can either be used for a match or training purposes. Focus Sports Teams will be allowed 2 sessions per week.
    2. Training and match times will be agreed with the Athletic Union at the start of each term.
    3. **Additional bookings/ changing bookings** - Any requests for additional sessions or changing your training times/ days should be directed to the Athletic Union in the first instance.
    4. Second bookings will have to be paid by the Club and not the students union. For second bookings requested through the students union, payment will be required on the night of the booking; failure to pay will result in all second bookings for that club being cancelled. Charges are issued to the Students Union at the beginning of September.
    5. Clubs should note that **all setting up and clearing of equipment is carried out within your allocated booking time slot.** All club members must vacate the area when their booking finishes in order that other activities/ bookings can run on time.
    6. Recognised matches with BUCS competitions are outside of a Clubs normal session and are paid for by the students union.
    7. A recognised Club will have a Club Coach present; otherwise the session will be regarded as recreational. (Recreational activities will not have the benefits of subsidised use).
    8. Clubs must comply with all of FitZone’s Terms and Conditions.
    9. All Clubs **must** adhere to the instructions of **FitZonestaff at all times.**
    10. Martial Arts, Climbing, Trampolining and Cheerleading Clubs must have a qualified Coach present at all training sessions. The coach **must sign** **in at the reception desk** at the start of each Club session. If the Coach is not present the activity cannot take place. Fitzone has the right to add additional clubs to this list at any time.
    11. Club attendance will be closely monitored by FitZone. Clubs whose numbers are regularly low may lose the privilege of a Block Booking.
    12. 48 hours notice will be required for the cancellation of any facilities. Failure to give 48 hours notice will result in a full charge being made. Please remember that it is your responsibility to cancel any training/matches in advance.
11. **Comments and Suggestions**
    1. If users wish to make a suggestion, raise a concern or pass on a compliment customer comment forms are available throughout the building. Reception will advise Users to the location of the forms.
12. **General**
    1. Smoking is not permitted in any part of Fitzone.
    2. Age restrictions apply within the following areas:

The Gym/ Health and Fitness Classes– No one under the age of 16

The Strength Room– No one under the age of 18

*Recreational Activities* (e.g. Badminton) – No one under the age of 16 unless accompanied by a designated adult.

* 1. Fitzone may use your information for internal marketing purposes. If you do not want your information to be used for these purposes please inform Fitzone.
  2. Fitzone will follow the Policies and Procedures of the University.
  3. The University reserves the right to amend terms and conditions of use as we consider appropriate at any time.

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**USW FitZone**

**Terms & Conditions**

1. **Definitions**
   1. Duty Officers: FitZone’s Duty Officer of duty
   2. Block Bookings: a booking for a series of uses of a facility
   3. Single Bookings: a booking for use of facilities at one time
   4. Multi Court Bookings: a booking for use of a facility for more than one session
   5. User: any person or organisation using FitZone (including spectators, supporters and visitors)
   6. Website: www.southwales.ac.uk/sport/fitzone
2. **Permitted users and Membership**
   1. Use of FitZone’s Facilities is available to Students, Staff and the Local community.
   2. Members shall be bound by the additional Membership conditions, as detailed on the Membership application form.
   3. A designated adult must always accompany any person or group under the age of 16.
   4. All users must report to reception on arrival. Members will be asked to produce their membership card.
3. **Exclusion of liability**
   1. The University does not accept responsibility for any damage to or loss of any money, valuables, clothing or property of any kind. All items are left at the User’s risk.
   2. Users are encouraged to make use of the lockers provided and to make arrangements for the holding of the locker key. Lockers must be emptied at the end of the visit and no belongings are to be left overnight. Lockers will be emptied by FitZone staff. After 1 month left items may be destroyed or donated to charity.
4. **Acceptance and Responsibility**
   1. Users in a Group shall have joint and several liability. This means that any one User in the Group can be held liable for the total liability of the Group (even where the User may not themselves have been at fault).
   2. Where required to give personal contact details Users must ensure that any changes are immediately made known to FitZone staff.
5. **Cancellation**
   1. Unless agreed to the contrary by the Operations Manager only the User who requested a Booking may seek its cancellation.
   2. Cancellations will not be accepted unless agreed by a member of FitZone’s staff.
   3. Generally a Block Booking will not be considered for cancellation unless at least one week’s notice has been given before the date of use.
   4. Single booking cancellations will require 24 hour notice.
   5. Multi court bookings will require 48 hours notice
   6. The University reserves the right to cancel any Booking in the event of inclement weather, circumstances beyond the reasonable control of FitZone which make the Booking no longer feasible, or the facility is deemed unsafe for the kind of Booking proposed. Under these circumstances the University will use its best endeavours to give as much notice of cancellation as possible. Notice will be given by telephone, notice can only be given if contact details have been provided. Extended periods of closure will be advertised on the University Web site.
   7. The University may immediately cancel any Booking where a User breached any of these terms and conditions.
   8. Failure to turn up for three Bookings in the period of a Block Booking may without notice result in the cancellation of the Booking, regardless of whether the User has notified FitZone in advance of the anticipated non attendance.
   9. FitZone reserves the right to withdraw all or part of our facilities for any periods where we require them in connection with repair, alteration, or maintenance work.
6. **Standards of behaviour**
   1. The University reserves the right to require any User to leave FitZone and any other part of its premises, to refuse access, and suspend or terminate membership, if the User behaves in an aggressive or harassing manner towards its staff or other users or behave in any other way deemed unacceptable.
   2. Users will in particular refrain from any conduct which is offensive, unseemly or unsporting, or which might cause annoyance or danger to other users or FitZone Staff.
   3. Users will comply with all University policies and guidelines. Please see [www.southwales.ac.uk/sport/fitzone](http://www.southwales.ac.uk/sport/fitzone)
   4. Users will comply with all instructions and requests made by the Duty Officer or other FitZone staff.
   5. Users will treat equipment/keys loaned or hired with respect.
   6. Users will not use or possess alcoholic drinks or illegal drugs whilst on University premises.
   7. Some parts of FitZone (e.g. The gym/ strength room) will have additional local rules specifying or prohibiting certain forms of behaviour. Users will comply with these rules.
   8. Users shall not sell or attempt to sell or promote in FitZone to other Users any goods, articles, or equipment.
7. **Pets and Animals**
   1. Pets and other animals are not permitted in FitZone. The only exceptions to this are guide dogs for the blind, hearing dogs for the deaf and other working dogs that assist people with disabilities.
8. **Bookings and Payments**
   1. List of applicable charges are located at Reception.
   2. All customers are asked to retain their till receipts for the duration of their visit.
   3. Bookings may be made in person, online or by telephone. Credit card payment will be requested for bookings made via the telephone where payment in advance is required.
   4. For the members own welfare late admission to fitness classes may be refused. Refunds cannot be made for late attendance. FitZone reserves the right to refuse admission.
   5. The University reserves the right to change prices of facilities/activities. Wherever possible reasonable notice will be given.
   6. The University will annually review fees and charges.
9. **Health & Safety**
   1. Users will comply with the University’s Health and Safety Policy at: <http://www.southwales.ac.uk/sport/fitzone>
   2. Bookings will be subject to completion of satisfactory risk assessments where required by the law or otherwise indicated by FitZone staff. In such circumstances the user must complete a satisfactory risk assessment and provide a copy of that assessment to the Operations Manager before commencement of the activity.
   3. All injuries/accidents must be reported immediately to Fitzone Reception. Duty Officers and Sports Stewards are qualified first aiders.
   4. Users must check Facilities before use and report any concerns immediately to Fitzone staff.
   5. Fitzone reserves the right to refuse access to any facility if it is deemed to be unsafe. This includes where the recommended maximum number of Users for a facility has been reached.
   6. Whilst using the facilities all members accept responsibility for their state of health and physical condition. All users of FitZone do so at their own risk. If in any doubt users should contact staff at FitZone for further advice before use.
10. **Evacuation**
    1. In the event of a fire or emergency of any kind resulting in the need to evacuate the building, an alarm will sound and users are required to leave the premises via the nearest signed exit, and to follow instructions of the Duty Officer/Fire Wardens. Please familiarise yourself with the location of exit signs.
    2. Users must assemble at the Fire Assembly Point - Large paved area opposite Fitzone