



Surrey Sports Park Facility Hire Guide

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Introduction

Welcome to Surrey Sports Park and thank you for hiring our facilities. To allow you to make the most of your bookings at Surrey Sports Park we have some guidelines and information for you. Please read this information thoroughly and pass it on to other members of your group. If you have any further questions, please feel free to get in contact with the Client Services Team at (sspbookings@surrey.ac.uk).

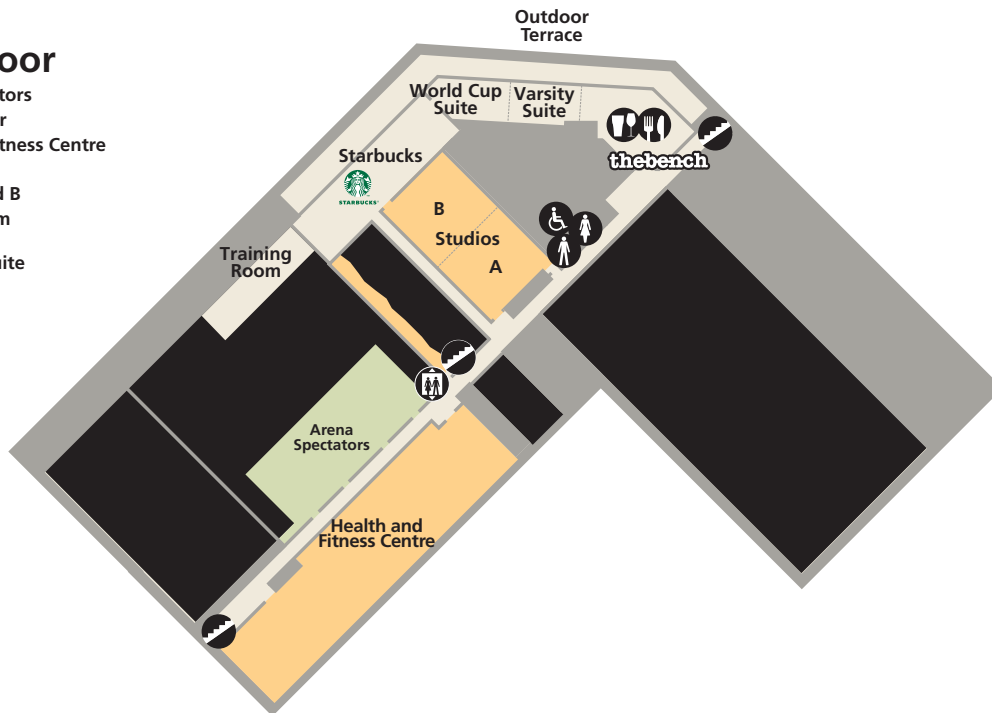
Surrey Sports Park (SSP) has a rich sporting history and we are delighted to welcome you to our facilities. We hope you enjoy your visit, whether you are here for recreational or competitive sports or are coming to use our facilities for other means.

The information contained in this booklet does not replace, and should be read in conjunction with the Terms and Conditions of hiring facilities at Surrey Sports Park. For our full Terms and Conditions, please see the application for hire form sent to you by the Client Services Team upon booking. Alternatively, you can request a copy via email.

Surrey Sports Park Internal Map

First Floor

- Arena Spectators
- The Bench Bar
- Health and Fitness Centre
- Starbucks
- Studios A and B
- Training Room
- Varsity Suite
- World Cup Suite



Ground Floor

- Changing Village
- Climbing Centre
- Sauna and Steam
- Spinning Studio
- Sports Arenas
- Squash Courts
- Strength & Conditioning Room
- Surrey Human Performance Institute
- Swimming Pool
- Wellbeing Studio



- | | | |
|----------------|------------------|--------------------|
| Stairs | Male Toilets | Starbucks Coffee |
| Lifts | Female Toilets | Bar and Restaurant |
| Access Lifts | Disabled Toilets | |
| First Aid Room | Reception / Info | |

Surrey Sports Park External Map



General Hire Information

General Administration

For all bookings and changes to your bookings please contact the Client Services Team in the first instance.

Please note, the Client Services Team work Monday to Friday between 09.00 and 18.30. If you need to contact Surrey Sports Park outside of these hours, please contact Front of House on 01483 689111.

The standard booking season runs from September to August in keeping with the academic year of the University. It is imperative you check the start and finish dates of your booking and get in touch with us if you would like to make any changes or additions.

Facility Access

Bookings are normally considered to be 55 minutes long. We aim to offer a full hour to you, but our Operations staff may require access to the space to set up for the next booking. Please make sure you adhere to your time allotted time, and debrief away from the booked area so as to not delay the following booking.

Coach Qualifications

As per National Governing Body (NGB) guidelines, all coaches working at Surrey Sports Park should be suitably qualified for the level they are coaching.

Child Protection

Disclosure and Barring Service (DBS) checks should be carried out on all coaches and volunteers who are working with children (anyone under 16) and/or vulnerable adults.

Under 16s

Under 16s are not allowed on site without an accompanying parent or guardian. Children attending coaching sessions are considered to be under the care of the coach should we have questions about their care.

Changes to regular bookings

If you have a regular booking at SSP and are doing something a little different for a one-off (for example, playing a match and expecting more people to attend or doing something out of the ordinary like playing in fancy dress) please let us know. This is especially important if you require a different set up to normal as we cannot guarantee we will have staff available on the day to help set up for extra last minute requests.

Questions

Front of House is located at the front of the building and will be able to deal with any questions/issues (for example, lights not switched on) on the day of your booking. If you

have any feedback please do not hesitate to inform the Client Services Team (sspbookings@surrey.ac.uk). We welcome any comments you may have.

First Aid

If you have a non-emergency first aid situation (or potential ambulance call) then please contact the Duty Manager (DM) on 07795 012958 or 01483 683062 or inform Front of House. We will send our First Aiders to assess the situation, attend to the casualty and advise further treatment, if required. Our First Aiders are fully trained and can provide the right first aid treatment for you or the injured party.

For all accidents/ near misses/ incidents please report them to Front of House so we can implement procedures to prevent them from happening again.

If you/others experience a potentially life threatening situation please dial 999 directly. Please inform us that this call has been made by coming to Front of House or calling the DM on 07795 012958 or 01483 683062 and give them as much detail as you can about the incident. SSP staff can then ensure the safe and quick passage of medical staff to any casualties and help with the casualty or situation whilst the ambulance is in transit.

Fire Alarm

Should the fire alarm sound and you are in the building, please make your way to the fire assembly point located in the coach bay near the swimming pool, or as instructed by a member of SSP staff.

If you are outside using the grass pitches, AGP 1, AGP 2, AGP 3 or Tennis Courts you can carry on as usual unless instructed otherwise by SSP staff, or if you find yourself at risk. You will be restricted from entering the building until it is safe to do so and instructed by the fire marshal. Do not enter the building if you can hear an alarm. Please wait outside until instructed by a member of SSP that it is safe to return to the building even if the alarm is no longer sounding.

Car Parking

Two car parks are available for guests to use Monday - Sunday, plus eleven disabled spaces outside the front entrance for vehicles displaying a blue disabled badge. A designated bicycle and motorcycle parking area is also available. Both car parks are managed and monitored to ensure safe, functional car parking and guests are reminded to adhere to the on-site car park signage and park in available bays.

Evenings and weekends can be busy, so please ensure you allow plenty of time to park. The Nursery car park is available at evenings and weekends, but should not be used 08.00-17.30 weekdays. Please note that cars cannot be left in any SSP car park overnight.

Excellent public transport access is also available, with a number of bus routes operating from the main University of Surrey campus and key areas of Guildford. For more information visit www.surreysportspark.co.uk.

Disabled Access

Surrey Sports Park is fully accessible with ramps, lifts and wheelchair access to all levels and all facilities. All internal areas of SSP are fitted with induction loops, whilst a hoist is available to access the swimming pool. All areas have accessible toilet and changing areas, with separate wet and dry facilities. If you have any specific requirements, please contact the Client Services Team at sspbookings@surrey.ac.uk.

Clothing Policy

When using the facilities at SSP you should be appropriately dressed in sports clothing and footwear. T-shirts must be worn at all times irrespective of if you are using internal or external facilities. Jeans should not be worn for any sports activity. If you are not wearing appropriate clothing you will be asked to stop your activity and will not be able to continue until you are wearing the correct clothing/footwear. Sport specific guidelines can be found later in this guide.

Food and Drink

Only food purchased onsite should be eaten in Starbucks and The Bench Bar. If you wish to bring your own food with you, it must be eaten outside. Please help us keep Surrey Sports Park clean and tidy by putting your rubbish in the bin. Drinking bottles with secure lids may be brought into Surrey Sports Park for use while you exercise.

Water Fountains

There are four water fountains located around the building for your convenience. These are located (1) opposite Surrey Human Performance Institute (SHPI), near to Squash Court 6, (2) outside the Health and Fitness Centre (500ml dispensed), (3&4) inside the Health and Fitness Suite. Water is also available from The Bench Sports Bar and Starbucks.

Finance

If you have any issues with finance or invoicing please email our Finance and Administration Manager, Richard Davy, at r.davy@surrey.ac.uk.

Changing facilities

Non-members changing is available for all visitors to Surrey Sports Park. If you require individual/specific changing rooms for a fixture, please let us know in advance to enable us to secure these at the time of booking, if possible. Please note, all changing facilities are subject to availability.

Lockers

Lockers are available in the Pitch Changing Room corridor, located near the Members Changing Rooms. We provide lockers with both coin and padlock mechanisms. For a coin

operated locker, you will require a £1 coin which will be returned after use. Change is available at Front of House, or alternatively you can purchase a locker token for £2.50. Please note, as all lockers are emptied at the end of each day, no property or belongings should be left in the lockers overnight. We will keep items left in lockers in our lost property store for up to 30 days.

Lost Property

Items left at SSP will be recorded and kept for up to 30 days. Please contact Front of House on 01483 689111 if you are enquiring about any lost property. We do not keep any items that are wet or that could cause a health risk, including drinking bottles and towels.

Cash Machine

We do not have a cash machine at Surrey Sports Park. The closest ATM's are located at Tesco on the other side of Egerton Road from SSP, approximately a 10-minute walk from the main SSP building.

Arena Hire Information

Footwear

All users of the arena should be wearing clean, non-marking sports shoes. Anyone wearing shoes that do not comply with this will be asked to stop playing. No refund will be given for the remainder of your booking.

Set-up requirements

If you require anything other than the court please let us know. Racket hire is not included in the hire cost of any court. If you arrive for a booking and tell us you need additional equipment we may not be able to get it for you immediately. Please let us know by email or phone at least 48 hours in advance of your booking.

Artificial Grass Pitch (AGP) Hire Information

Footwear

AGP users must wear trainers, astro-turf boots or small moulded studs. No metal studs or blades are permitted on the artificial grass pitches. All moulded and dirty footwear should be removed before entering the building. There are taps and boot brushes available at the end of the pitch changing corridor to help clean mud and/or rubber pellets from your boots.

Fire Alarm

If the fire alarm sounds while you are playing on the pitches you will be able to continue your activity unless told otherwise by a member of SSP staff. Do not enter the building if you can hear an alarm. Please wait outside until instructed that it is safe to return to the building by a member of SSP staff, even if the alarm has stopped sounding.

Weather

The AGP's are all-weather pitches and so can be played in almost any weather conditions. Bookings will only be cancelled if Surrey Sports Park considers the pitch to be dangerous. The Duty Manager's decision on this is final. If you cancel your booking due to the weather but we deem it playable you will still be charged for the session.

Renewal Policy

Please make sure you check all dates carefully when they are sent to you at the beginning of your booking. We shall let you know of any dates when you will be unable to have a booking. It is important you make a note of these as we will not be able to provide space for you.

Please ensure you contact the Client Services Team to renew your bookings when your current booking is coming to an end. If you do not contact us we cannot guarantee that your allocated slot will still be available.

Contact Details

Please ensure we have at least two sets of contact details for your booking. Should we need to contact you for any reason it is helpful to have a secondary contact in the case of being unable to get hold of the primary contact.

Grass Pitch Hire Information

Footwear

All players on the grass pitch should wear suitable footwear to prevent injury. Studs and blades are permitted on the grass. Please ensure all muddy and/or studded footwear is removed upon entering the building. There are taps and boot brushes available at the end of the pitch changing corridor to help clean mud from your boots.

Fire Alarm

If the fire alarm sounds while you are playing on the grass pitches you will be able to continue your activity unless told otherwise by a member of SSP staff. Do not enter the building if you can hear an alarm. Please wait outside until instructed that it is safe to return to the building by a member of SSP staff, even if the alarm has stopped sounding.

Care/Wear & Tear

Surrey Sports Park take great pride in being able to have games played on our grass surfaces when many other local facilities are unplayable. Our grounds team work very hard to create the best possible playing surface for you to enjoy week-on-week. To help support our staff, please warm up away from any worn areas of the pitch and if possible on an area of grass not within pitch markings.

Cancellation

On a match day our grounds staff will complete pitch inspections by 08.30 and again by 11.00 for afternoon fixtures, if required. If we decide the pitch is unplayable, we shall try to inform you as soon as possible. The Duty Manger's decision is final. If your referee subsequently decides the pitch is unplayable/dangerous they **MUST** let the Duty Manager know before leaving the site. We will charge you for any games if we are not informed of the cancellation on the day.

AGM/End of Season

We have two meeting rooms available for hire if you would like to host and event or meeting here, please see the [Further Information Section](#) for more details.

Contact details

It is especially important that we have more than one set of contact information for your team when you have a fixture booked with us. We know some teams travel a fair distance for away fixtures and we do not want them to travel unnecessarily if your game has been

cancelled. If you do not think we have enough contact details for your team, please send us an email entitled '*Contact Details for 'team name'*' so that we can update our records.

Vehicle Access

No vehicles are allowed on any of our pitches except emergency vehicles. If you have called an emergency vehicle please make the Duty Manager aware. Our staff will then be able to ensure the best passage to allow vehicles to reach you quickly and safely.

Squash Hire Information

Timing

Please note all bookings on the squash courts are in 40 minute sessions. It may therefore not be possible to book the courts for the specific time you require. If you would like to book for an hour that sits over three squash sessions you will be asked to pay for all three sessions. For example, a booking 12.30 to 13.30 will require booking the court at 12.00, 12.40 and 13.20 as we are not able to sell partial slots.

Footwear

All users of the squash courts must wear clean, non-marking sports footwear. Anyone not wearing such footwear will be asked to leave the courts. No refund will be given for the remainder of your session.

Studio Hire Information

Footwear

All users of the studio should wear non-marking footwear appropriate for the activity they are participating in.

Mirrors

Due to the mirrors on the walls, studios are not suitable for any type of ball game. Any damage to the mirrors or walls during your booking will be charged to you.

Equipment

Any equipment in the studios is not included within your booking. If you wish to use any of the equipment you must inform us prior to your sessions and wait for us to confirm whether this will be possible. Any damage to equipment will be charged to you.

Swimming Pool Hire Information

Basic rules

There are some rules that we ask all hirers of the pool to adhere to, please take note and pass onto all those who will be affected during your sessions.

- Lifeguards will be provided. Any instructions given by them **must** be followed
- No sports kit/bags on poolside however training equipment can be brought in (equipment must be clean and suitable for pool use)
- No outside shoes to be worn on poolside
- Lockers are available for £1 which is refunded after use
- All swimmers must shower before entering pool side
- There must be a qualified teacher or coach on pool side at all time
- Spectators must remain on pool side seats
- No photography unless agreed with the Duty Manager
- No diving blocks unless qualified instructor and must be requested prior to the session
- 25 people maximum for each 50 metre lane
- Each lane is 2.5m wide

Qualifications

The Amateur Swimming Association (ASA) regulations state that a Level 1 (assistant) Teacher should teach/coach under the supervision of a Level 2 (teacher) or above. Ultimately the responsibility for the group being taught by the Level 1 teacher rests with the supervising teacher. A supervising teacher may supervise a maximum of 6 assistant teachers.

We require a copy of any relevant teaching/coaching qualifications before the session to check that we are happy with the supervision being provided. If we are not satisfied with the level of supervision provided by your coaches we shall not allow the booking to go ahead.

Supervised Sessions

Surrey Sports Park consider a 'supervised session' to include swimming lessons, coaching sessions and other tuition such as diving, water aerobics, synchronised swimming, water polo and teaching water activities to people with learning difficulties or physical difficulties. Teachers and coaches of these and similar activities should hold appropriate recognised teaching/coaching qualifications.

Any session you book with us shall be considered to be a 'supervised session' and while we shall provide a lifeguard, they may be overseeing more than one supervised session. The supervisor or a member of your coaching team is expected to be the first responder to any

incidents that may occur and shall enter the water if the situation requires. Our lifeguard team shall of course assist with any incident.

Clothing & Restrictive Items

If you are planning for swimmers to be wearing clothing or restrictive items during the session (i.e. lifesaving training), a swim test must be performed beforehand. This test should be completed without clothing being worn. This test should include, as a minimum, a 25m on their front and back followed by 2 minutes of treading water. Your qualified coach shall be responsible for deciding participant's competence to carry out any further activity once this test is completed.

Scuba Diving Sessions

For all scuba diving sessions a safety diver must be present on poolside at all times. This person should be additional to any instructor(s) or coach(es). The safety diver will assist with any rescue and help with the removal of scuba equipment during a rescue.

School Hire (additional to above)

Your session can only commence if proof that the supervisor or teacher is Level 2 swim teacher qualified or evidence that the appropriate swimming module is added to a teaching qualification. This is the minimum requirement for any pool booking at Surrey Sports Park and a recommendation by the ASA.

EAP & NOP

We shall send our Emergency Action Plan (EAP) and Normal Operating Procedure (NOP) to hirers upon their first booking and when a change has occurred within one of these documents.

Fire Alarm (Pool specific)

When the fire alarm sounds on poolside please stop your activity and make your way to the nearest side of the pool. Exit out of the water and make your way to the far end of the pool, opposite the scoreboard. Lifeguards will then give you instructions and assistance.

If you are in the changing rooms when the alarm sounds, please make your way back out onto poolside and make your way to the far end of the pool, opposite the scoreboard.

Tennis Court Hire Information

Weather

Tennis bookings will go ahead unless the courts are considered to be dangerous for play. The decision to cancel sessions shall be that of the Duty Managers and this decision is final. If you have booked a court and do not wish to play due to wet weather, payment will not be refunded.

Further Information/ Other Facilities

Bench Bar

The Bench Sports Bar provides the perfect location to relax before or after sport, with panoramic views of the outdoor pitches and the rolling Surrey Hills. Our wide and varied menu offers something for everyone. Six large widescreen TV's make The Bench Bar the perfect venue to watch live sport, showing coverage of all major sporting events on Sky Sports, BT Sport, ESPN and others. Our daily menu of burgers, salads, sandwiches and soups are all freshly prepared to order and complimented by some delicious specials.

For more information and to book a table, email thebench@surreysportspark.co.uk or call 01483 683888.

Starbucks

Surrey Sports Park boasts Europe's first Starbucks in a Sports Park. Our Starbucks offers 120 indoor seats overlooking the sports halls and a sun terrace with 131 outdoor seats and viewing over the artificial and grass pitches to watch your favourite sports.

Meeting rooms

If you need a place to hold a meeting, AGM or end of season awards ceremony we have the facilities to host them here.

Our facilities are fully air-conditioned and equipped with 50" Plasma TV's, screens and projectors, audio equipment, Wi-Fi and induction loops. The Varsity Suite and World Cup Suite are ideal for more intimate gatherings and can be used individually or opened up into one space for an event.

Surrey Summit

Surrey Summit offers an amazing indoor climbing experience for people of all ages (4yrs+) and abilities. We have a fantastic facility including over 50 roped routes of up to 12m high and over 100 boulders ranging from V0 through to V8+. Routes are reset regularly with guest route setters coming in to help keep the climbing interesting and standards high. The centre is fully staffed by experienced, qualified and friendly instructors who will be more than happy to help you with any queries you may have.

Bank holidays

We are open 07.00-19.00* (*subject to change) on Bank Holidays and closed Christmas Day, New Year's Day and Easter Sunday.

If you have a booking you think will be affected by a bank holiday, please check with us to confirm either way. We can look to rearrange your booking if required.

Coaching

If you would like to hire a coach to help improve any of your skills or techniques please let us know and we will be able to put you in touch with a member of our coaching team. We have fully qualified coaches in Squash, Tennis, Badminton, Netball, Climbing, Basketball, Swimming, Football, Fencing and Lacrosse.

Accommodation

During non-University term time we may be able to offer accommodation in the Halls of Residence at the University of Surrey. We also have links with hotels in the local area, so if you are interested in booking a residential camp please let us know. We may be able to check availability with these hotels and discuss any possible rates they may be able to offer you.

Surrey Human Performance Institute

The Surrey Human Performance Institute (SHPI), based within the Surrey Sports Park, provides a range of physiological assessments to a variety of personnel to learn more about their health status and optimise fitness and performance.

Our services are delivered by experienced sport and exercise physiologists with a breadth of knowledge and experience delivering sport science support to a range of individuals and teams.

To register your team or talk to a specialist about your requirements contact shpi@surrey.ac.uk.

Personal Training

Surrey Sports Park's team of Personal Trainers are dedicated to their clients and will help you achieve your health and fitness aspirations. They specialise in a range of areas such as weight management, injury rehabilitation, endurance events, sports specific training, body transformations, as well as increasing muscle mass, flexibility and strength.

All Personal Trainers are certified to a minimum Level 3 Personal Trainer and are required to be on the REPS register (Register of Exercise Professionals).

If you are interested in personal training, email pt@surreysportspark.co.uk or call 01483 683570.