

# Hazel Grove Sports Centre Code Of Conduct

Dear Sport Centre User

HGHS strives to provide a sport centre that is safe and enjoyable to use and where customers can reach their personal goals in sport and exercise.

To help achieve this, we ask customers to be aware of and follow these guidelines:

## **General**

1. Staff and fellow users should be treated with courtesy and respect.
2. Discrimination and physical intimidation towards staff or fellow users will not be tolerated and may lead to exclusion from the facilities.
3. Pay the appropriate charges and by the agreed arrangement. Any attempt to use the facilities without paying will be viewed as an offence and may lead to exclusion from the facilities.
4. Facilities and equipment should be treated with respect and used in an appropriate manner.
5. Safety regulations relating to facilities and individual activities must be observed at all times. Customers should be aware of and follow safety procedures in relation to their specific activity at all times.
7. Wear appropriate clothing and use the correct equipment for activities undertaken.
8. Management reserves the right to request a medical certificate if they are concerned that exercise may be detrimental to an individual's health.
9. The Duty Manager should be informed if you have any safety concerns, or if there is anything they need to know regarding health and safety in relation to your sport/activity or equipment.
10. Report all accidents and immediately, contact a Duty Manager or Leisure Assistant if first aid is required.
11. Use of all photographic equipment, including video cameras and mobile camera phones is forbidden.
12. Be considerate when using mobile phones in reception/public areas. Use of mobile phones for telephone conversations is prohibited in the wet/dry changing areas, exercise studios and gym.
13. Smoking is prohibited in all areas of the sport centre and school site.

## **Health & Safety**

1. The main entrance to the leisure centre must be used when entering and leaving.
2. Fire exits, which are clearly marked, are there in the interests of safety and must not be interfered with for any reason.
3. You must read the health and safety notices posted outside any equipment or facility rooms in a leisure centre and comply with their recommendations.
4. You must comply with any reasonable requests made by members of staff in relation to matters of health and safety.

### **Studio Classes**

1. Occasionally, class timetables and instructors are subject to change without notice.
2. You must register at reception before the start of a class. Failure to do so will affect recorded attendance and jeopardise the continuation of the class and may result in entry to the class being refused.
3. You are requested not to open the doors while a class is in progress, as this may interfere with the operation of the air-conditioning system and disrupt other participants.
4. In order to avoid disturbing classes, you are requested to arrive in good time. Admission may be refused to late arrivals.
5. Where, in the opinion of an instructor, a class is overcrowded, the instructor may restrict the number of attendees in the class.
6. An instructor may, at any time, ask you to leave a class if you are jeopardising the safety or enjoyment of others.
7. Use of mobile phones in the studio classes is prohibited.

### **Main Hall & Gymnasium**

1. Appropriate, clean, exercise clothing and shoes must be worn while exercising.
2. If you use any of the leisure centre equipment, it must be returned at the end of the session.
3. Customers must be courteous to other users at all times.
4. All spectators are asked to use the balcony.
5. No food should be consumed in the hall. All drinks must be in a suitable sports drink container.
6. No entry to the hall is permitted before the start of the appropriate session time.
7. All booking times are allocated to include set-up time for equipment.
8. All facilities must be vacated on time to make sure others are not kept waiting.
9. Make sure all belongings are taken at the end of your activity and that all rubbish is placed in the bins provided.

### **3G Astro Turf Pitch (ATP)**

The following points are **prohibited**, any person found doing the following could be **prosecuted or jeopardise their booking**.

- Accessing the ATP without prior arrangement and booking via the Sports Centre staff.
- Climbing the ATP fence is prohibited
- Riding bikes or any other transport on the ATP at any time.
- Eating or drinking, other than water, on the pitch.

- Dirty and inappropriate footwear worn by users that could damage the pitch.

1. The ATP has continuous CCTV and is monitored by Sport Centre and school staff.
2. Large moulded studs, moulded blades and astro turf trainers are permitted. No screw-in studs are allowed. All footwear must be clean before using the ATP.
3. All children under-8 must be supervised by an adult.
4. The ATP must not be used in darkness
5. Chewing gum and spitting is not permitted while using the facility.
6. No glass containers are to be taken on to the facility. No food may be consumed while on the exercise area. All rubbish must be correctly disposed of in the bins provided.
7. No dragging or tugging of equipment is allowed, all equipment is to be lifted or wheeled.
8. As an outside facility, consideration should be given to the surrounding households by avoiding unnecessary noise.

If you have any queries please contact Sport Centre by emailing [leisure@hazelgrovehigh.co.uk](mailto:leisure@hazelgrovehigh.co.uk) or calling 0161 482 2567.