

# Facility Guidelines

**Active Nottingham has compiled a list of simple guidelines to help you enjoy your visit to our Leisure Centres. If you would like any further information on activity regulations, please contact the centre manager, call Sport and Leisure on 0115 876 1600 or email [sportandleisure@nottinghamcity.gov.uk](mailto:sportandleisure@nottinghamcity.gov.uk)**

## All we ask

- Pay your fees or register your attendance on entry to the facility prior to taking part in an activity
- Provide your receipt to members of the team if requested unless part of a group or block booking or fast track / kiosk entry
- Photos or videos are not taken unless the facility management team has given permission.
- Mobile phones are not to be used in any of the activity areas for calls, photos or social media e.G. Live video recording. These areas include poolside viewing, health suite, fitness studios, gym, health suite, sports halls, swimming pool, squash courts and changing areas
- Stay within the foyer area if collecting a young person unless you have a spectator or activity ticket (does not apply to Nottingham Swim School participants)
- Be accompanied by a responsible person over the age of 16 years if you are under 8 years
- Be authorised to attend by a school or club if attending a private booking
- Have an Active Nottingham account to book online or at a kiosk and to use Fast Track services
- Adhere to and follow cancellation policy - 24 hours' notice of cancellation is required
- Treat all Nottingham City Council staff with respect and adhere to Nottingham City Council's violence to staff policy
- Comply with all rules, regulations and guidance relating to and displayed at the facility

## Please help us to provide you with the best service by:

- Putting litter in bins provided
- Be aware of and follow all safety rules including those displayed around the facility
- Respect other users and staff of the facility
- Using the facilities only for the purpose, they are booked for not sub-letting any area

## We ask you not to:

- Bring animals into the centre unless they are registered assistance dogs with disabled people
- Smoke in any part of the centre (Including electronic cigarettes) or immediate vicinity
- Play music anywhere in the centre without the permission of the general manager
- Use the seating area around show courts or stadium unless stewards are available
- Eat chewing gum in sports hall, tennis courts, health suite, swimming pool, squash courts, gym, or fitness studios
- Use mobile phones in any of the following areas swimming pool, pool viewing areas, health suite, sports hall, tennis courts, squash courts, gym, fitness studios or changing areas
- Enter the changing rooms whilst in use by school children unless you are a teacher (or someone appointed by the school or leisure centre to assist the children)

## **Nottingham City Council**

- Operates an Anti-Social Behaviour Policy within its leisure facilities and has the right to refuse entry and will remove people, who in the opinion of the Council, appear to be under the influence of drink or drugs, are swearing, behaving aggressively or unreasonably or anyone breaking any of the rules applicable to the centre
- Will use its discretion to refuse entry to people using the centre in the future if they have been asked to leave previously
- Uses CCTV in all of its facilities to provide a safe and secure environment for users, staff and visitors of the facilities. CCTV footage is used for the prevention of crime and anti-social behaviour.
- Operates a Safeguarding Policy within its leisure facilities
- Operates a comments, compliments and complaints procedure Have Your Say in its leisure facilities (see a colleague or go on line to Have Your Say – [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk) for further details)
- Operates a lateness policy and has the right to refuse entry to certain activities or fitness class if lateness exceeds the recommended limits (please ask for further details)