



# Customers Rules of Etiquette

## Interpretation

The 'facility' described below shall relate to all swimming/leisure pools and sport/leisure centres under the control of the Sheffield City Council and any equipment therein.

## Rules of Management

1. Entry to such premises and the use of the facilities in connection therewith including those for the storage of clothes or valuables shall be subject to the express conditions that neither Sheffield International Venues nor its employees shall be liable at common law or in contract, tort (including negligence) under any statutes for the time being in force or otherwise, howsoever for any personal injury or for any loss or damage (however such injury loss or damage be caused) suffered by anyone and arising out of or in consequence of such entry and the use of the facilities aforesaid, except insofar as the unfair contract terms act 1977 otherwise provides.
2. No person shall:
  - a. Use the facilities without obtaining an appropriate ticket of admission and this ticket must be show, on request.
  - b. Enter or attempt to enter by forcible or improper means any part of the facilities.
  - c. Enter; use or attempt to use a facility reserved solely for persons of the opposite sex except:-
    - i. children under 6 years of age;
    - ii. an authorised employee of Sheffield International Venues acting in the execution of his/her duty.
  - d. Act professionally as a teacher or coach or give lessons for payment except with the written authority of Sheffield International Venues
3. No person shall wilfully annoy or interfere with the privacy of any person using the facilities.
4. A person waiting on the premises to use a facility will remain outside the area of intended use until the designated time or until the facility is made available for use.
5. No child under the age of 8 years will be admitted to any facility unless accompanied at all time by a responsible person 16 years of age and over. The number of children under 8 years of age who may be supervised by a responsible person is limited to 2, for children under the age of four they must be supervised on a one to one basis. Children under the age of 8 years must be accompanied in the changing areas. Parents are advised to check with reception as to the availability of family changing, as this is not available at all facilities and therefore local arrangements may vary.

6. No person under the age of 16 will be admitted to any Fitness Suite, Fitness Classes or Health Suite unless accompanied by a currently qualified coach who is registered with a recognised governing body of sport.
7. No person shall occupy any facility for longer than the specified time allocated.
8. No person shall:-
  - a.
    - i) Cause nuisance to or annoy any person or interfere with the privacy of any person using the facilities
    - ii) Make any remark or use any language of a sexist or racist or otherwise offensive nature.
    - iii) Harass or discriminate against another person by verbal remarks and abuse, unwanted physical advances or assault or any other behaviours which in the opinion of AIV employee constitute racial or sexual harassment, on the grounds of disability, sexuality or age.
  - b. In the opinion of a Sheffield International Venues employee enter or seek to enter facilities whilst under the influence of drink or drugs.
  - c. Bring any animal into the facilities without permission, except that of a person with a guide or support dog.
  - d. Use any substance in any facility or act in any manner likely to make the facility unfit for other users, or bring into the premises any alcohol, or drugs controlled or prescribed by law, and in particular under the Misuse of Drugs Act 1971. Persons may however bring onto the premises and take drugs prescribed for their use by a registered medical practitioner. The person shall keep all such drugs secure at all times.
  - e. Foul, damage, deface or pollute the facility or any part thereof or soil, damage or deface any article supplied by Sheffield International Venues or which belongs to some other person
  - f. Enter or use the facility whilst suffering from infestation or any cutaneous infection or contagious disease.
  - g. Use in any facility, without permission of an employee of Sheffield International Venues, any apparatus, equipment or clothing other than that allowed for use in the facility or any other things likely to cause inconvenience or injury to himself or other persons.
  - h. Take into a facility area or take out of refreshment or bar areas any refreshment, cup, bottles or glasses or any other dangerous or potentially dangerous objects.
  - i. Sell or supply or distribute any leaflets or any other material whatsoever, or post any bills or stickers on the premises, without the written authority of Sheffield International Venues.
  - j. Smoke in any area other than that specifically allowed.
  - k. Take photographs within a facility without verbal or written authority of Sheffield International Venues.
  - l. Remove from the premises any apparatus or equipment belonging to Sheffield International Venues.
  - m. Interfere with, or cause nuisance or annoyance to any employee in the performance of their duties.
9. No person other than a person duly authorised shall play in the premises, any musical instrument or operate or cause or suffer to be operated any radio, loud speaker, gramophone, amplifier or similar instrument.

10. Any person who in any part of the facilities finds property of some other person must hand it to an employee of Sheffield International Venues from whom the true owner can reclaim it on proof of identity. Sheffield International Venues shall have full right to see or otherwise dispose of any lost property in accordance with existing procedures, which are available, upon application, from the Director of Operations.
11. A user shall carry out and observe all instructions, terms and conditions of hire relating to the use of the facility or its apparatus and equipment which may from time to time be published by notice on the premises or otherwise notified to the users. Hire periods include entry and exit time and setting up and dismantling where applicable.
12. No refund of any admission fee or other sum for the use of any of the equipment in the facility for which a fee is payable, shall be made to any person who has to leave the facility as a result of a breach of these rules. Hirers can be charged for bookings cancelled or not taken up.
13.
  - a. Motor vehicles shall not be parked and bicycles shall not be left in any of the exit ways to the parking areas or emergency services access, or any escaper routes from the premises. Under such circumstances, Sheffield International Venues reserves the right to remove such vehicles and recharge the owner any expenses incurred.
  - b. All motor vehicles and bicycles left in the car park are left at the owners risk and Sheffield International Venues will accept no responsibility for any theft, loss or damage from or to any vehicles or bicycles, however, such damage is caused.
14. Any person who infringes any of these rules may be excluded or removed from the facility by an employee of Sheffield International Venues and, in addition, Sheffield International Venues reserves the right as it may deem fit to refuse admission of any person to the facility without stating any reason therefore.
15. Any person has the right to make a complaint or comment on the service they receive and we aim to look into and act on every complaint quickly and fairly. All complaints are taken seriously, but particularly those involving harassment or discrimination on the grounds of race, gender or disability. Anyone wishing to make a complaint should, in the first instance, speak to any member of staff.

## **Responsibility**

It is the responsibility of the General Manager to ensure that the Rules of Management are displayed within their venues.

It is the responsibility of the Director of Operations to revisit and amend where necessary the rules of management on a yearly basis.