

Sussexsport Membership frequently asked questions

1. Do I need to be a member to use the facilities?

A. No you can be a non-member however you will pay a higher rate for use of the facilities (see price list). In the case of booking courts you will be required to pay for your booking at the time of booking and if you play with a member then a £1.50 guest fee will be charged. Gold and silver memberships will get a guest pass which will allow a friend up to five free visits to the **fitness rooms only**.

2. What sort of membership will suit my needs?

A. We have different memberships that are based around the various requirements of individuals and the times they can work out. For example, If you want to enjoy maximum benefit of our facilities and services, with the flexibility of unlimited access at all times then a gold membership gives you this plus free racket courts saving you both money and giving you the added benefit of having two weeks advance booking rights, including online. If you are able to use the fitness room at off peak times only, attend regular classes and play racket sports the silver membership would be perfect; it also gives you ten days booking rights including online. Bronze membership works well if you want reduced rates and just want to pay as you go. Talk to one of our reception team for more information about each membership option or go to

<http://www.sussex.ac.uk/sport/1-2-12-1.html> for details on what each membership offers.

3. Can I use a staff salary deduction form for taking out a membership?

A. A staff salary deduction form can be used for all the staff memberships apart from bronze; this allows you to pay from your salary monthly over 3 or 12 months. You need to be a permanent member of staff to utilise this scheme.

4. Can I still use the fitness rooms at peak times if I am a silver or bronze member?

A. Yes you can. However, you will have to pay the peak session fee for that time period, see price list for details of the cost. We would suggest before buying your membership you think carefully about the times of access to ensure you do get value for money based on your regular usage patterns.

5. Can I still book courts and classes at any time if a silver or bronze member?

A. Yes you can book at any time. For silver members courts at off peak times are free and all classes are free of charge. Bronze members will have to pay the standard member rate at all times.

6. Do I still get extra fitness services if a gold or silver member?

A. You do but the benefits have changed. A gold member gets a health and fitness assessment (not 3 month gold) and a fitness programme included and silver just a fitness programme.

7. What is a health and fitness assessment?

A. During your health and fitness assessment we will learn about your health history, any past injuries, your training history along with your specific goals, as well as some basic health assessments. We will also take you through a movement screening test, where you will perform basic movements and we will find out exactly where your fitness programme should start and what it should include to get you started.

8. What is a fitness programme?

A. A fitness programme is for either an hour or half an hour depending on membership, where our highly qualified fitness staff will take your health and fitness assessment information and your personal goals and create a complete training programme that will help you achieve your goals. Our fitness team will personally walk you through your individual programme step by step to ensure that the programme is appropriate for you. One size does not fit all! Book in to ensure that you maximise your training time.

9. Can I book group exercise classes in advance?

A. Yes you can book group exercise classes in advance, by phone, online or in person at either reception. Your advance booking rights will depend on your membership. You can book more than one class in a day, however only one place per class under your name. You must also come to reception or use the fast ticket machine (located by the main stairs in the Sport Centre) before your class to get your entry ticket (**no more than 30 minutes before the class starts**). Without this you run the risk of not being let into the class or accruing arrears.

10. How do I know what classes are available?

A. The group exercise class timetable will be available online or at either reception. The timetable will be updated throughout the year with new classes and taster sessions. Sussexsport reserves the right to change the timetable, but we will give prior warning to a class being removed from the timetable.

11. What happens if I cancel a court or class?

A. As long as you give us 24 hours notice of cancellation then we are happy to cancel a court or class place for you without any extra charge. Cancellations can be done online, in person or over the phone. We do not accept email or voicemail cancellations.

12. What happens if I don't turn up for a court or class or I don't cancel within the 24 hour period?

A. If you don't give us 24 hours notice of cancellation or just don't turn up for a court or a class the full cost of the booking will be required regardless of your membership type. Until the arrear is paid off you will be unable to do any more bookings.

13. **If I'm a student and take out a year membership when will that end?**

A. Regardless of which date you start your membership the end date for the student year memberships is the 31st August.

14. **Do you offer any discount for recent graduates?**

A. Yes, you can enjoy a further year of Gold membership at Student rates for the first year after graduation (must be taken out within first year after graduating).

15. **I am a visiting or exchange student. Do you offer any special rates for those attending for less than the full academic year?**

A. Yes, you have the option of the 3 month gold membership. In some cases we may also make special arrangements with your school of study and this should be covered in your induction talk.

16. **Do you offer any staff only sessions?**

A. Yes, we run a programme of staff only sessions in activities such as yoga and chi gung and we will soon be expanding this to include badminton, staff only fitness room sessions and more. For further details please contact Sam Fuller s.n.fuller@sussex.ac.uk to be added to our staff only mailing list and check <http://www.sussex.ac.uk/sport/fitness/staffonly>

17. **As a Public/Alumni member am I required to pay every month even if I don't use the facilities?**

A. Yes regardless of whether you use the facilities or not in that month you have joined up for a year and made an agreement to pay every month. Please ensure that the terms and conditions are read and signed off, when completing a membership application form.

18. **As a Public/Alumni member, can I cancel my membership?**

A. You are entitled to cancel your membership. However we require an initial payment of 2 months as a form of joining fee and you must give us a calendar months notice of cancellation so you must complete a minimum of 3 months.

19. **How many racket sport courts can I book at any one time?**

A. You may book one court per time slot and may book no more than two consecutive sessions.

20. **Are the courses (including children's) and therapies included in the membership?**

A. Therapy Room bookings will be charged at the relevant student, staff or public rate (Alumni members would pay public rates). However, if you are an annual gold member you are entitled to a 10% discount on all courses except children's camps.

21. **How does online booking work?**

A. You can book courts for squash, badminton, tennis and table tennis as well as group exercise classes online via the link on the Sussexsport website www.sussexsport.com or at <https://sussexsportbooking.sussex.ac.uk> Gold members will get up to two weeks advance booking, silver members get up to 10 days advance booking and bronze members get one week advance booking. To use this facility you will need to obtain a password from either Sport Centre or Falmer Sports Complex reception and have a valid email address on our database as this would be your username; **this can also be done via the online booking tab on our web pages listed above.**

22. **How does payment work for online booking?**

A. Payment cannot be taken online. Bronze and silver members (courts peak only) will have to pay for their booking on arrival or if your membership includes racket sports/group exercise classes then you must check in at reception to finalise the booking. If you do not pay or check in then your account will have arrears which will prevent further bookings until the relevant amount is paid. We are looking to incorporate online payments for the 2012/13 academic year further information on this will be provided to members when this has been finalised.

23. **Does my membership include hall and racket hire etc?**

A. All inclusive memberships such as gold and silver do not include hall or astro hire however you can still book these at the equivalent membership pay and play rate (see price list). Racket hire would also be seen as extra but no deposit will be required unless the racket is returned damaged or broken.

24. **Does my membership cover martial arts classes and/or students union club sessions?**

A. No, each of the martial arts clubs and the student's union clubs charge a separate yearly membership and/or session fees.

25. **What happens if I am presently a silver member on the old terms and conditions?**

A. If you have taken out a silver membership before the 1st August 2012 then we will upgrade you for the duration of your membership to gold, however once your membership expires you will then need to choose the option you prefer based on the new terms and conditions.