

Frequently asked questions from 1st August 2013

1. What are the facility opening hours?

A. Falmer Sports Complex – Monday to Friday 7.30am to 10pm, Saturday and Sunday 9am to 6pm*

Sport Centre – Monday to Friday 9am to 10pm, Saturday and Sunday 9.30am to 6pm*

*During Autumn and Spring term only the Sport Centre will be open on Saturdays until 8pm and Sundays until 9pm and the Falmer Sports Complex will be open on Saturdays until 8pm.

The Sport Centre has reduced opening hours over the Summer Vacation. Please check these out on the Sport Centre facility page.

2. What are the peak/off peak times for the fitness rooms?

A. The peak times are Monday to Friday 2.30pm-10pm and weekends 2.30pm to 6pm (FSC Saturdays term time 2.30-8pm and the SC Sunday term time 2.30-9pm). All other times are off peak.

3. What are the Peak times for using the sports halls, squash and tennis courts?

A. Monday to Friday 4pm-10pm (Peak squash starts at 3.50pm)

4. Is there a time limit for using the fitness rooms?

A. No, there are no time restrictions on your workout. Although at peak times we ask that CV workouts are restricted to 20 minutes max.

5. Can I bring someone to the fitness room with me who is not a member?

A. Yes you can, although they will need to adhere to the same fitness room rules as members and pay a guest entry fee or use a guest pass if you have one. They will also need to complete a disclaimer form.

6. Can I hire equipment from Sussexsport?

A. Yes. For a small charge you can hire equipment from us including rackets (tennis, badminton and table tennis). We also hire out padlocks for lockers. Please see the price list for details.

7. How many days can I book ahead for my activity?

A. This depends on the type of membership you have. Please see membership details for further details.

8. How much notice do you require for cancellation of an activity booking?

A. We require 24 hours notice for a cancellation for a court or class. In the event of a late cancellation the member will be charged for the

booking. Cancellations can only be done in person, online or via the telephone (not voicemail or email).

9. **How much notice do you require for cancellation of a Therapy Room or Sports Injury Clinic booking?**

A. We require 48 hours notice if cancelling or changing your booking. In the event of late notice no refunds will be given and payment will be taken again.

10. **I have used equipment at another fitness room, is it necessary for me to take part in another induction?**

A. No, inductions are optional. However, you must fill out our joining form and PAR-Q and state which option you wish to go for.

11. **Do you carry out restringing?**

A. Yes for squash, tennis and badminton. Please go to Sport Centre reception for details and choices of strings.

12. **Do you run any activities for children?**

A. Yes. We have a programme of activities for children aged 5-15 years. However, these are only run during vacation periods. Please see children's activities on our website for further information.

13. **Can I join the University clubs through Sussexsport?**

A. While we provide facilities for clubs to use we do not administer the sport clubs. You can join up at the Activities Office in Falmer House. 01273 877209

14. **Do you provide lockers and can I store my belongings over night?**

A. We do provide lockers at both sites. At the Falmer Sports Complex and Sport Centre you will need to bring a padlock with you or purchase/hire one from reception. However, please note that you cannot leave your belongings overnight as we only have a certain amount of lockers and, therefore, need to keep them free for daily use.

15. **Which membership would suit me?**

A. This would depend on your lifestyle. We have tried to provide different options that suit different sporting/recreational needs. Student Silver Memberships for instance start from as little as £2.50 a week and are suited to those who only want to use facilities at off peak times. Staff memberships can be paid for monthly via salary deduction and public/Alumni memberships monthly by standing order. Please go to <http://www.sussex.ac.uk/sport/1-2-13-5.html> for details on the different memberships we offer and their prices.