



**SURREY**  
**SPORTS PARK**  
University of Surrey



# SURREY SPORTS PARK

Team Surrey Covid-19

GUIDE



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## Welcome to Surrey Sports Park

Surrey Sports Park is one of Europe's premier sites for Sport, Health, Wellbeing and Leisure. Driven by three key principles of Performance, Participation and Personal Development, our vision is to inspire and support the sporting ambitions of all users.

We are delighted to welcome you to our facilities and aim to provide you with the best possible experience. We hope you enjoy your visit whether you are here for recreational activities or competitive sports.

The following information has been presented for your convenience to allow you to make the most of your training sessions at SSP. It is designed to ensure your expectations are met, safe and correct practices are followed and to preserve and respect the University of Surrey's fantastic facilities. Please read this information thoroughly and help us by passing it on to other members /participants of your group.

If you have any questions regarding the information provided, please feel free to get in contact with the Club Development Officer at [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk).

Thank you for your support.

**Surrey Sports Park**

## General COVID Information

It is the objective of Surrey Sports Park to ensure that activities are managed to maintain a safe, enjoyable and beneficial experience for all users. Surrey Sports Park has put in place measures to keep the building safe and secure for our staff and users. The following procedures must be followed by all visitors.

### Pre-bookings only

During this time, all access to the building must be booked ahead of arrival. This can be done online via the Surrey Sports Park Website for Team Surrey activities. To book onto activities you must have one of the following memberships;

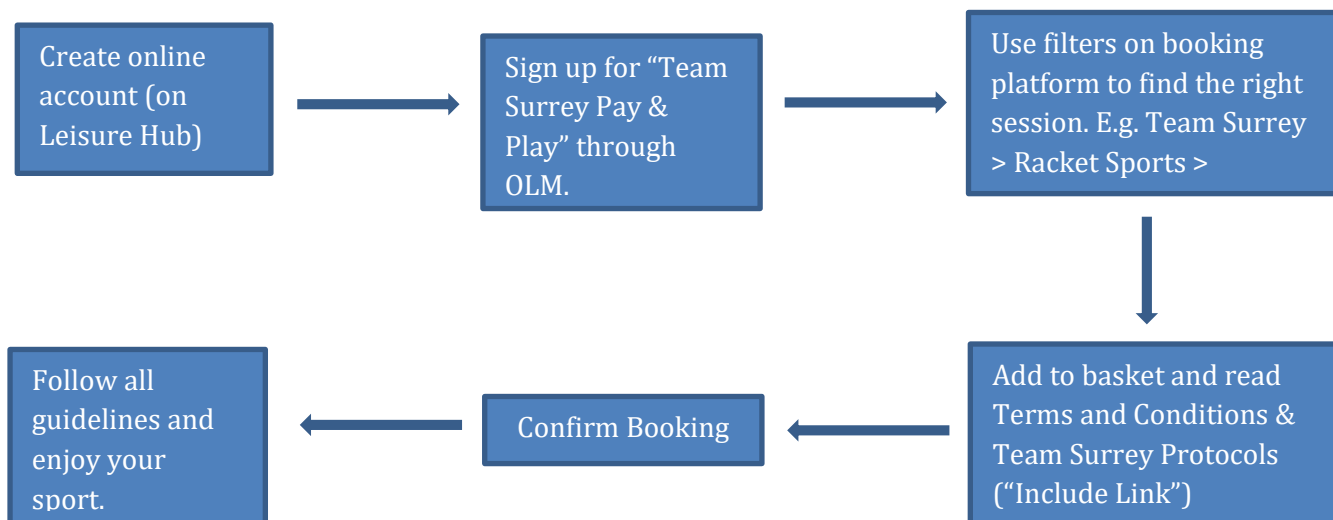
Gold- Free access to Club Sport until 1<sup>st</sup> November and unlimited access to PlaySport Sessions.

Silver- Access to Playsport Sessions for £3 per Session

Standard- Free access to Club Sport until 1<sup>st</sup> November and unlimited access to PlaySport Sessions.

Pay & Play- Free access to Club Sport until 1<sup>st</sup> November and access to PlaySport for £3 per session

## Student Booking Pathway



### Pre-Attendance Checklist

Please adhere to current government guidelines on COVID-19 protocols.

Do not come to the building if you have the following symptoms or you are living in a household with someone who is self-isolating:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

### **Arrival**

We ask all participants to only enter the building/enter their activity area via the dedicated assembly point from there you will then be registered once all members of their group are present. Please wait outside until you are ready and then the Covid-19 Officer will register your attendance at the assembly point. Any late arrivals (5 mins after the session) will not be permitted entry to the session. This measure is in place to allow us to control our buildings capacity and ensure that everyone present is registered for an activity or club.

Upon entry please sanitise your hands at the available stations and follow our directional signage. We have a keep left policy in place within the building.

### **Car Parking**

The maximum stay in our car park without registering is 3 hours. If you will be staying longer than 3 hours, please request a parking extension form which should be returned before your session.

### **Toilets and Changing Rooms**

Initially our changing rooms will remain closed. Access will only be given to our disabled customers or those requiring assistance.

Lockers will not be available, please come ready to exercise. Only drawstring bags are permitted.

Our toilets will be available; however, these are areas where it is difficult to enforce distancing. Please be respectful of the current social distancing requirements when moving within the room. Due to the restriction in toilet facilities, large groups should allow additional time for toilet breaks and they should be staggered.

### **Exiting the Site**

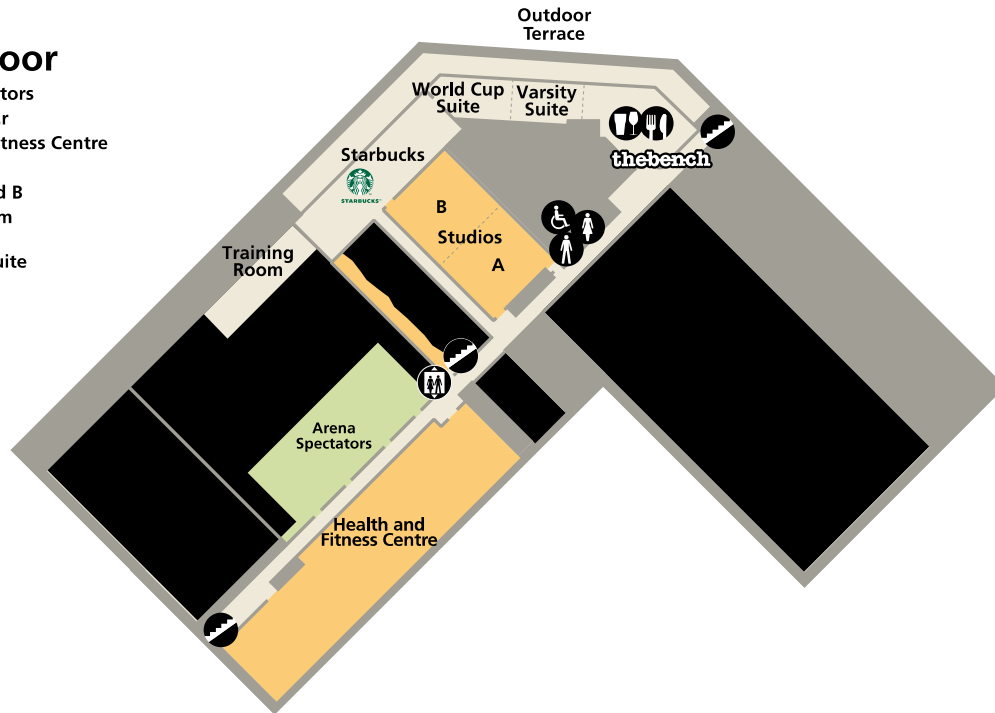
When leaving the building please follow the directions to exit at the end of our east corridor; closest to the tennis courts.

For any external users please walk around the tennis courts to leave the facility (please see the map below).

# Surrey Sports Park Internal Map

## First Floor

Arena Spectators  
The Bench Bar  
Health and Fitness Centre  
Starbucks  
Studios A and B  
Training Room  
Varsity Suite  
World Cup Suite



## Ground Floor

Changing Village  
Climbing Centre  
Sauna and Steam  
Spinning Studio  
Sports Arenas  
Squash Courts  
Strength & Conditioning Room  
Surrey Human Performance Institute  
Swimming Pool  
Wellbeing Studio



- |  |                |  |                  |  |                    |
|--|----------------|--|------------------|--|--------------------|
|  | Stairs         |  | Male Toilets     |  | Starbucks Coffee   |
|  | Lifts          |  | Female Toilets   |  | Bar and Restaurant |
|  | Access Lifts   |  | Disabled Toilets |  |                    |
|  | First Aid Room |  | Reception / Info |  |                    |

## Surrey Sports Park External Map





# Artificial Grass Pitch COVID Instructions

## Arrival

When training on the Artificial Grass Pitches please arrive no earlier than 5 minutes before your session is due to commence. This is to allow the previous session time to exit the pitch.

The club Covid-19 Officer must collect the session register at reception and then walk through the building, turning left to exit via the Tennis Court fire exit. From here, we ask you to continue to the session meeting point (AGP Gate) and wait until all members are present. Once all participants are present the Covid-19 Officer will complete the register, from there members should proceed to the pitch. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

Any late comers will need to be collected by a Covid-19 Officer or Coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

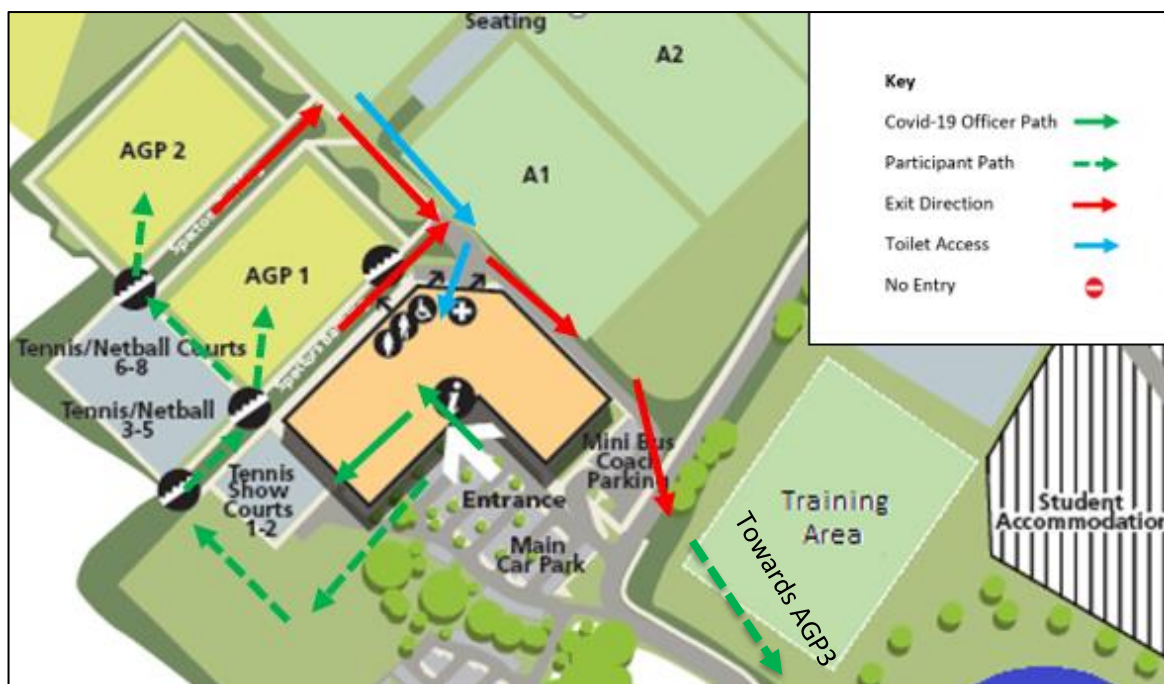
Please see the below map for directions.

For AGP1 and AGP2 please walk around Tennis Courts 1&2 to make your way to the pitches.

For AGP3 please follow the pavement down the hill to the pitch.

Please do not enter the fenced facility area until the previous booking has left. If you have concerns, please raise them with a member of Surrey Sports Park staff.





### Activity

While using SSP facilities, the club Covid-19 Officer(s) is responsible for the group's adherence to the relevant national governing body's guidance for activity. Please do not hesitate to contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk) if you have any questions around this. Here is the [FA guidance](#) (from 18/07/20), [England Hockey guidance](#) (from 07/08/20), [UKU guidance](#) (from 17/08/20) and the [England Lacrosse guidance](#) (from 31/07/20).

The maximum capacity on one AGP is currently set at 30 (from 01/08/20). This includes Covid-19 Officers and coaches so please ensure that you adhere to this. To help with this, we will automatically reserve 2 spaces per session-one for a Covid-19 Officer and one for a Coach- so the maximum number of bookable sessions on the system will be 28.

For external activities, toilets are available in the pitch change corridor located at the back of the main building, which can be found by following the clear signage that is in place.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us, please call our Duty Manager mobile on 07795012958.

### Exiting the Site

You must leave the pitch no later than the end of your session time. If there is a session immediately after yours (please check the Team Surrey Timetable), you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the facility please walk back around the tennis courts to reach the car park. Please do not congregate on pathways or at the entrances to the pitches.

# Arena COVID Instructions

## Arrival

When training in the Arenas please arrive no earlier than 10 minutes before your session is due to commence. This is to allow any previous sessions time to exit the area.

We ask that participants/members proceed around the side of the building, past the Tennis Courts and behind the back of the building to wait outside the fire exit indicated in the map below. There will be a separate entrance used for each arena. From here participants will be brought into the arena and registered. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

The club Covid-19 Officer must collect the session register at reception and then when instructed will be able to walk through the building, turning left after the entry turnstiles to reach the Arena for the session. We are asking all Covid-19 Officers to follow this entry process for the arenas to avoid large groups coming into contact with general users of the building, helping to protect yourselves, the general users and our staff.

Any late comers will need to be collected by a Covid-19 Officer or Coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

If you have concerns, please raise them with a member of Surrey Sports Park staff.



### Activity

While using SSP facilities, the club Covid-19 Officer(s) is responsible for you're the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this then please contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk).

The maximum capacity on one Arena is currently set at 30 (from 01/08/20). This includes Covid-19 Officers and coaches so please ensure that you adhere to this. To help with this, we will automatically reserve 2 spaces per session -one for a Covid-19 Officer and one for a Coach- so the maximum number of bookable sessions on the system will be 28.

For Arena activities the toilets are available in the changing room corridor. These may be in use by other facility users so please be respectful of the current social distancing requirements. For large groups please allow additional time for toilet breaks and they should be staggered.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us, please call our Duty Manager mobile on 07795012958

### Exiting the Site

You must leave the Arena no later than the end of your session time. If there is a session immediately after yours (please check the Team Surrey Timetable), you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the facility please walk through the main Arena entrance, turning right into the corridor to exit at the end of the corridor next to the tennis courts. Please do not congregate in corridors or at the exit.

## Grass Pitches COVID Instructions

### Arrival

When training on the Grass Pitches please arrive no earlier than 15 minutes before your session is due to commence. This is to avoid any cross over of sessions.

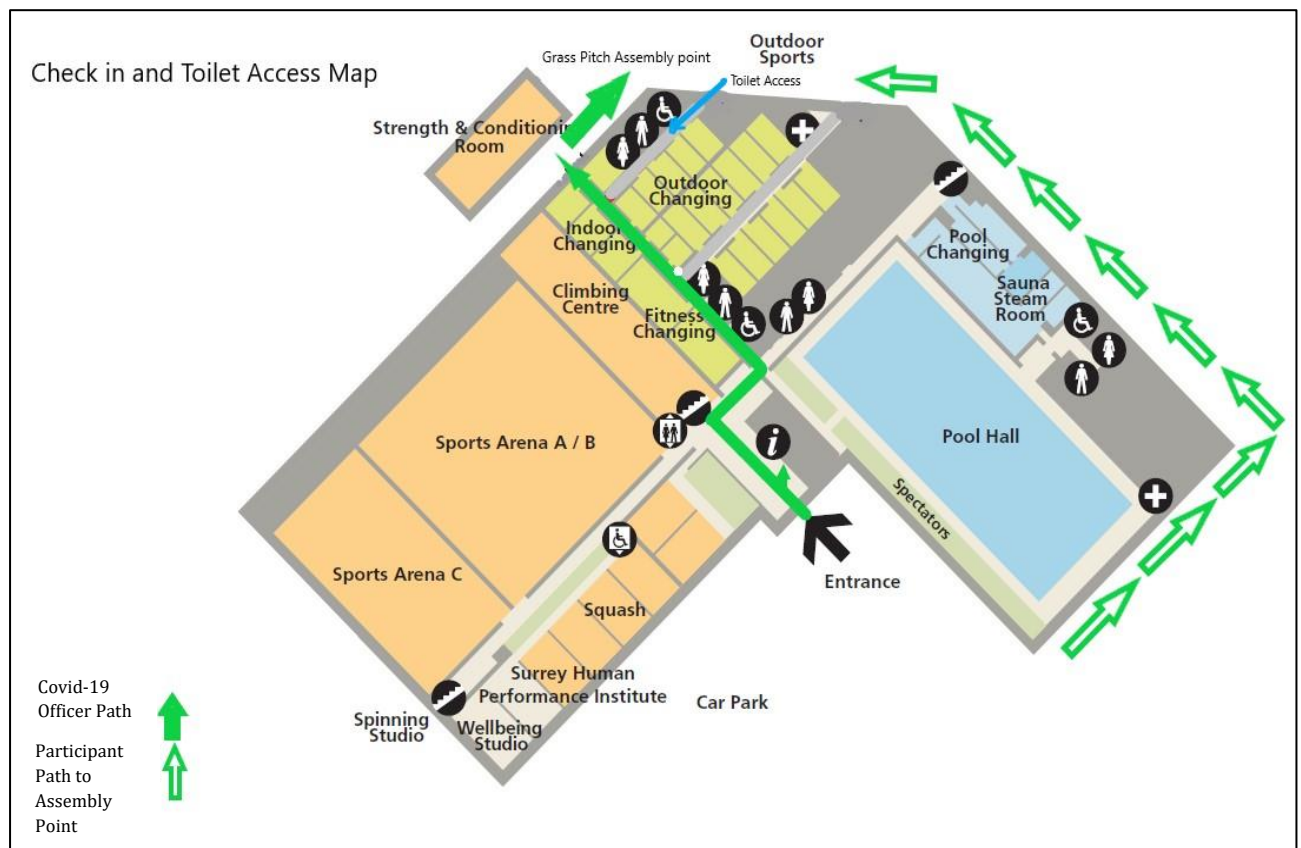
The club Covid-19 Officer must collect the session register at reception and then walk through the building, turning right, then left, to exit via the Fitness changing room corridor Fire Exit opposite of the Strength and Conditioning room. You will then get to the Assembly point, this is where we ask participants to wait until all members are present and registered- once registered participants can proceed to the pitch. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

Please note, to get to the assembly point, participants will have to walk by the service road which is occasionally used by vehicles. Once all participants are present and registered, please proceed to your pitch.

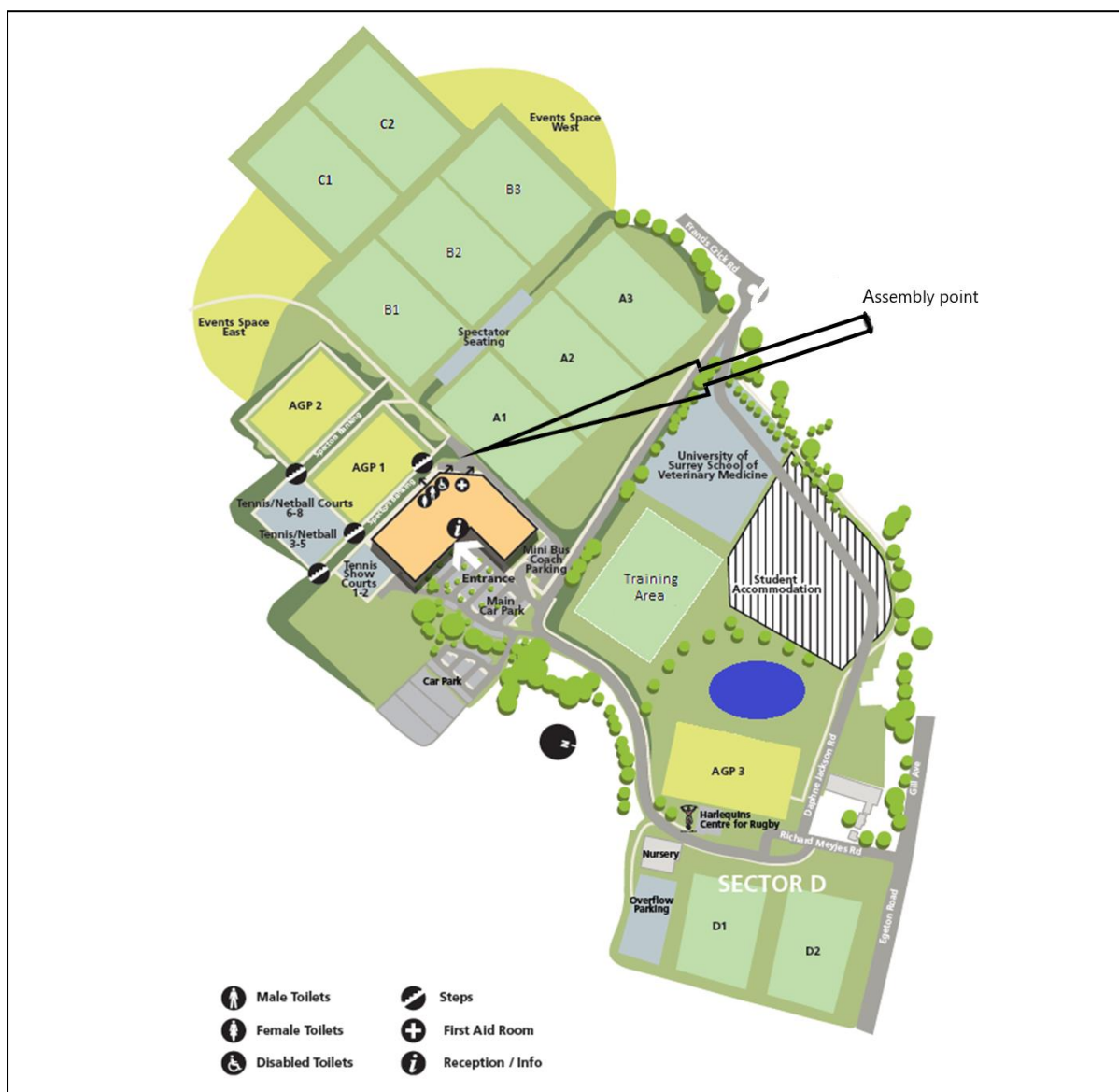
Any late comers will need to be collected by a Covid-19 Officer or Coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

Please see the below maps for directions.

If you have concerns, please raise them with a member of Surrey Sports Park staff.







### Activity

While using SSP facilities, the club Covid-19 Officer(s) is responsible for the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this, please contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk). Here is the [FA guidance](#) (from 18/07/20) and the [RFU guidance](#) (from 01/08/20).

The maximum capacity on one Grass Pitch is currently set at 30 (from 01/08/20). This includes Covid-19 Officers and coaches so please ensure that you adhere to this. To help with this, we will automatically reserve 2 spaces per session-one for a Covid-19 Officer and one for a Coach- so the maximum number of bookable sessions on the system will be 28.

For external activities toilets are available in the pitch change corridor located at the back of the main building, which can be found by following our clear signage that is in place.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us, please call our Duty Manager mobile on 07795012958.

### Exiting the Site

You must leave the pitch no later than the end of your session time. If there is a session immediately after yours (please check the Team Surrey Timetable), you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the pitches, please follow the service road to the car park.

## Squash Court COVID Instructions

### Arrival

When training on Squash Courts please arrive no earlier than 5 minutes before your session is due to commence. This is to allow the previous session time to exit the court.

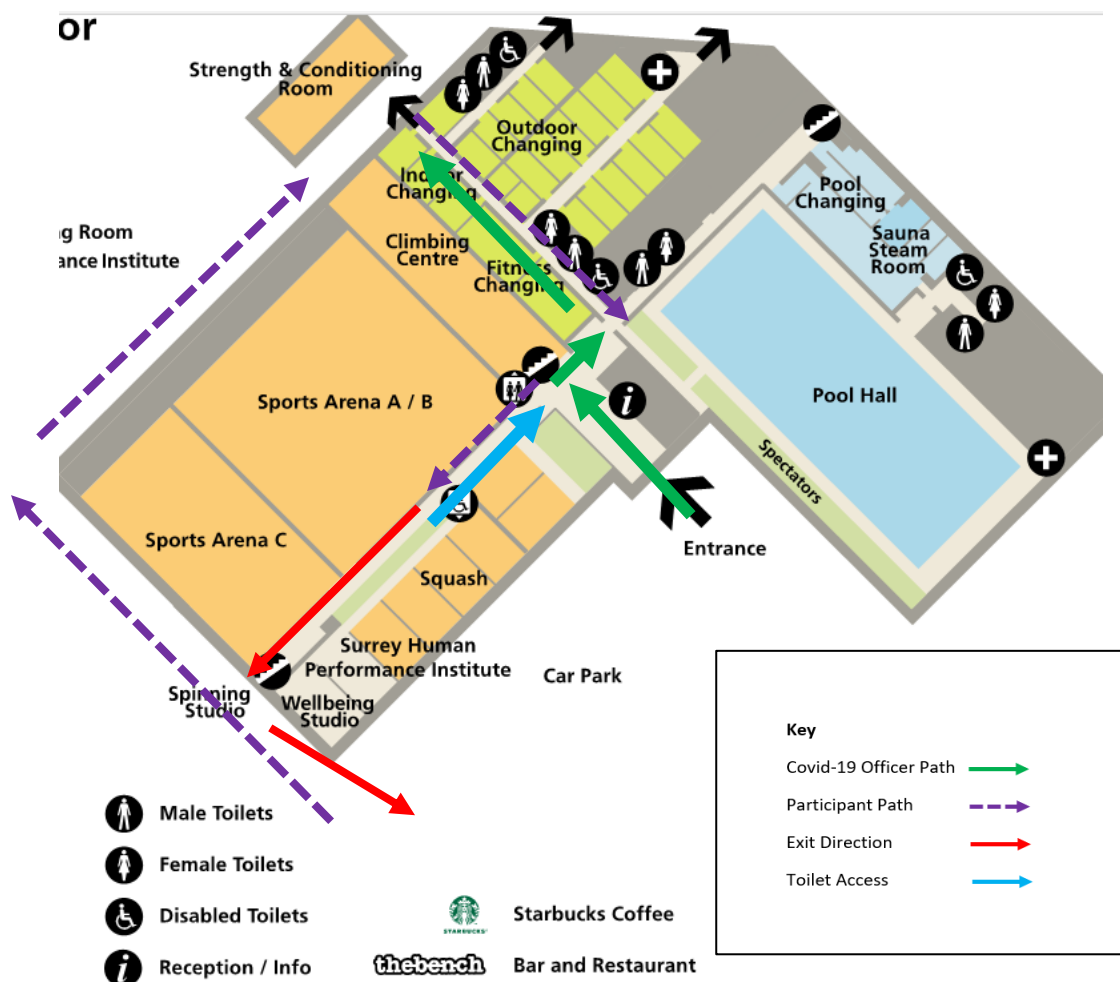
The club Covid-19 Officer must collect the session register at reception and then walk through the building, to the Strength & Conditioning Fire Exit- participants/members are asked wait here until registered by a Covid-19 Officer. Once all participants are present and registered, the Covid-19 Officer will lead participants to the squash courts for the session. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

Any late comers will need to be collected by a Covid-19 Officer or coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

Please see the below maps for directions.

Please do not enter the fenced facility area until the previous booking has left.

If you have concerns, please raise them with a member of Surrey Sports Park staff.



### Activity

While using SSP facilities, the club Covid-19 Officer(s) is responsible for the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this, please contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk). Here is the [England Squash guidance](#) (from 02/09/20).

The maximum capacity on one squash court is currently set at 2 (from 02/09/20). In the spectators' area the maximum capacity is 4 per court. This includes Covid-19 Officers and coaches so please ensure that you adhere to this. To help with this, we will automatically reserve 2 spaces per session- one for a Covid-19 Officer and one for a Coach- so the maximum number of bookable sessions on the system will be 24.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us, please call our Duty Manager mobile on 07795012958.

### Exiting the Site

You must leave the squash court no later than the end of your session time. If there is a session immediately after yours (please check the Team Surrey Timetable), you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the squash courts, please follow the signage provided turning left into the corridor to exit at the end of the corridor next to the tennis courts. Please do not congregate in corridors or at the exit.

## Outdoor Court COVID Instructions

### Arrival

When training on Outdoor Courts please arrive no earlier than 5 minutes before your session is due to commence. This is to allow the previous session time to exit the court.

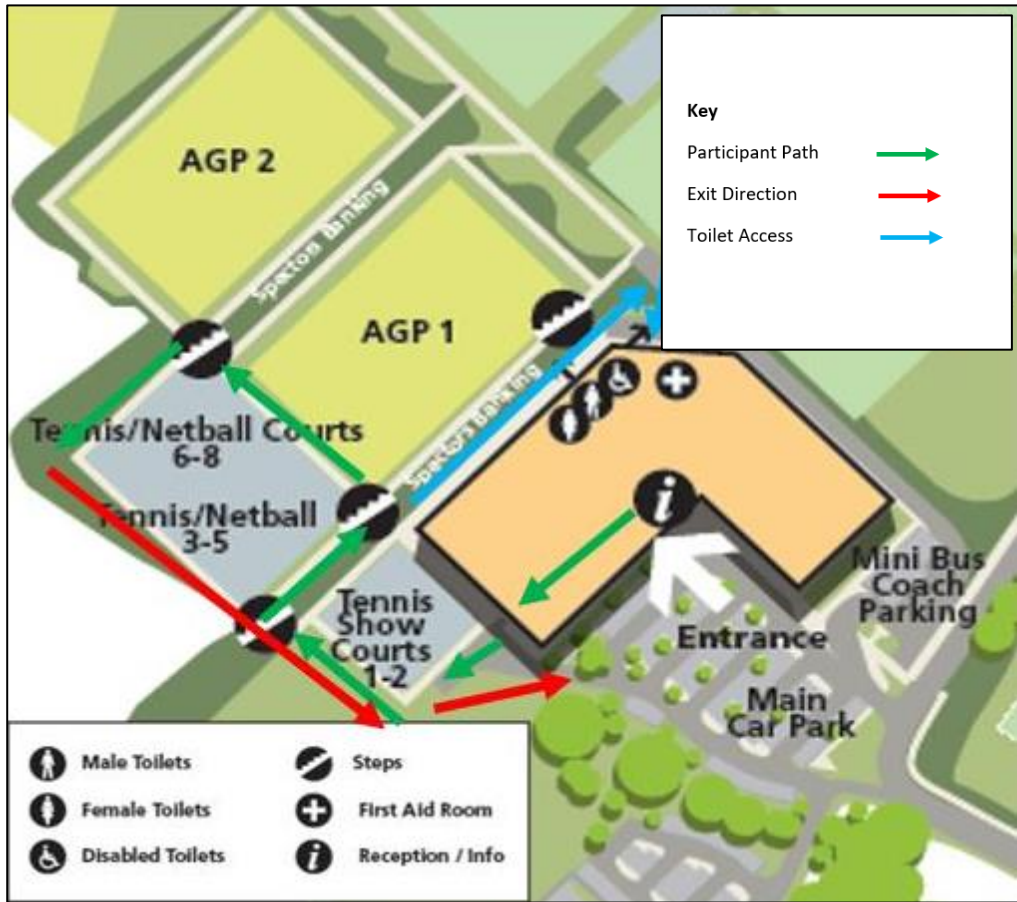
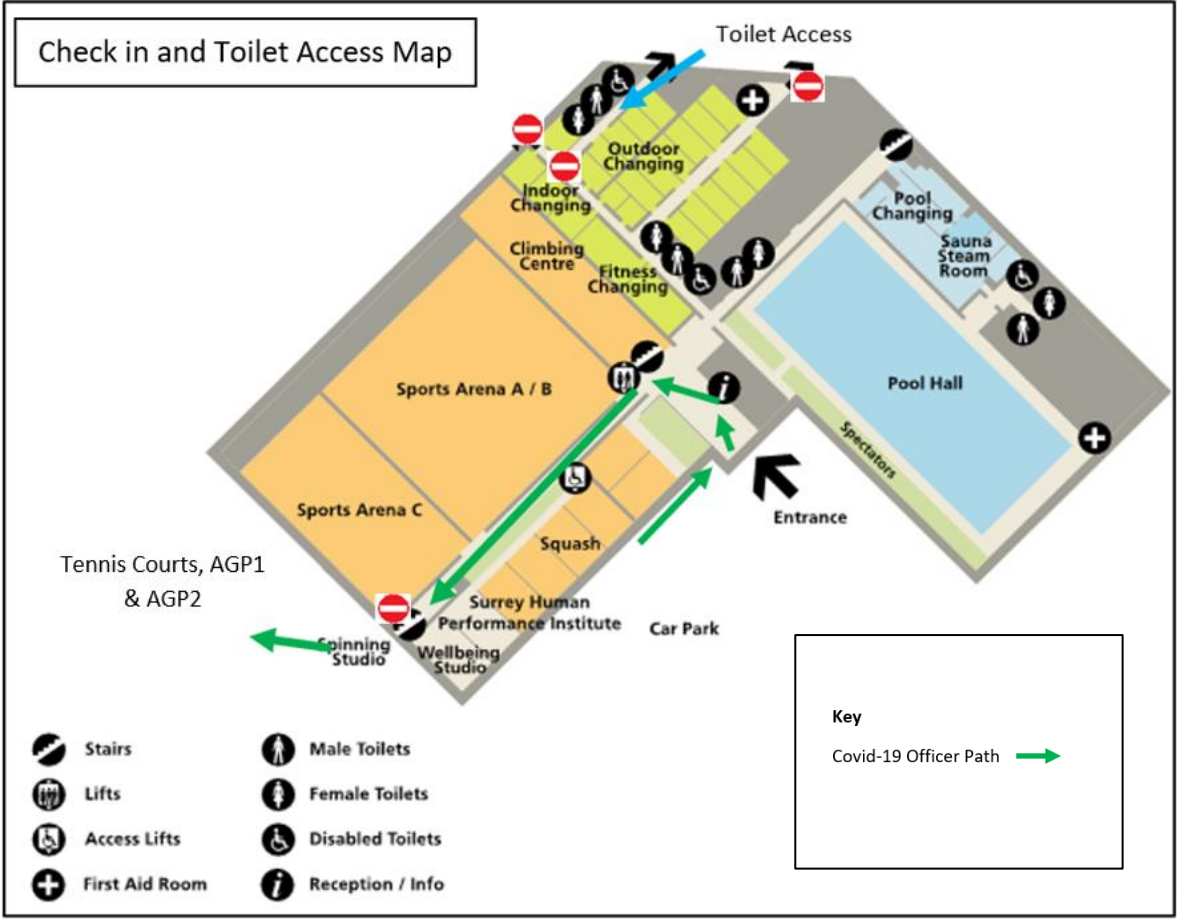
The club Covid-19 Officer must collect the session register at reception and then walk through the building, turning left to exit via our Tennis Court fire exit. They should then proceed to the court and meet all participants there who are instructed to wait until all members are present. Once all participants are present and registered please proceed to your court. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

Any late comers will need to be collected by a Covid-19 Officer or coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

Please see the below maps for directions.

Please do not enter the fenced facility area until the previous booking has left.

If you have concerns, please raise them with a member of Surrey Sports Park staff.





### Activity

While using SSP facilities, the club Covid-19 Officer(s) is responsible for the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this, please contact Amber Main- [a.main@surrey.a.uk](mailto:a.main@surrey.a.uk). Here is the most recent guidance for [England Netball Guidance](#) (20/08/2020) and [LTA](#) (20/08/2020).

Our maximum capacity on one Netball Court is currently set at 30 (from 20/08/20). and capacity for Tennis Courts for a club session is 24 (from 20/08/20). This includes Covid-19 Officers and coaches so please ensure that you adhere to this. To help with this, we will automatically reserve 2 spaces per session -one for a Covid-19 Officer and one for a Coach- so the maximum number of bookable sessions on the system will be 28 for Netball and 24 for Tennis.

For external activities our toilets are available in the pitch change corridor located at the back of the main building, which can be found by following our clear signage that is in place.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us, please call our Duty Manager mobile on 07795012958.

### Exiting the Site

You must leave the court no later than the end of your booking time. If there is a session immediately after yours (please check the Team Surrey Timetable), you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the facility, please walk back around the tennis courts to reach the car park. Please do not congregate on pathways or at the entrances to the courts.

## Studio COVID Instructions

### Arrival

When training in the Studios please arrive no earlier than 10 minutes before your session is due to commence. This is to allow any previous sessions/bookings time to exit the area.

We ask that participants/members proceed around the side of the building, past the Tennis Courts and behind the back of the building to wait outside the fire exit indicated in the map below. This area is undercover so should help to provide some shelter.

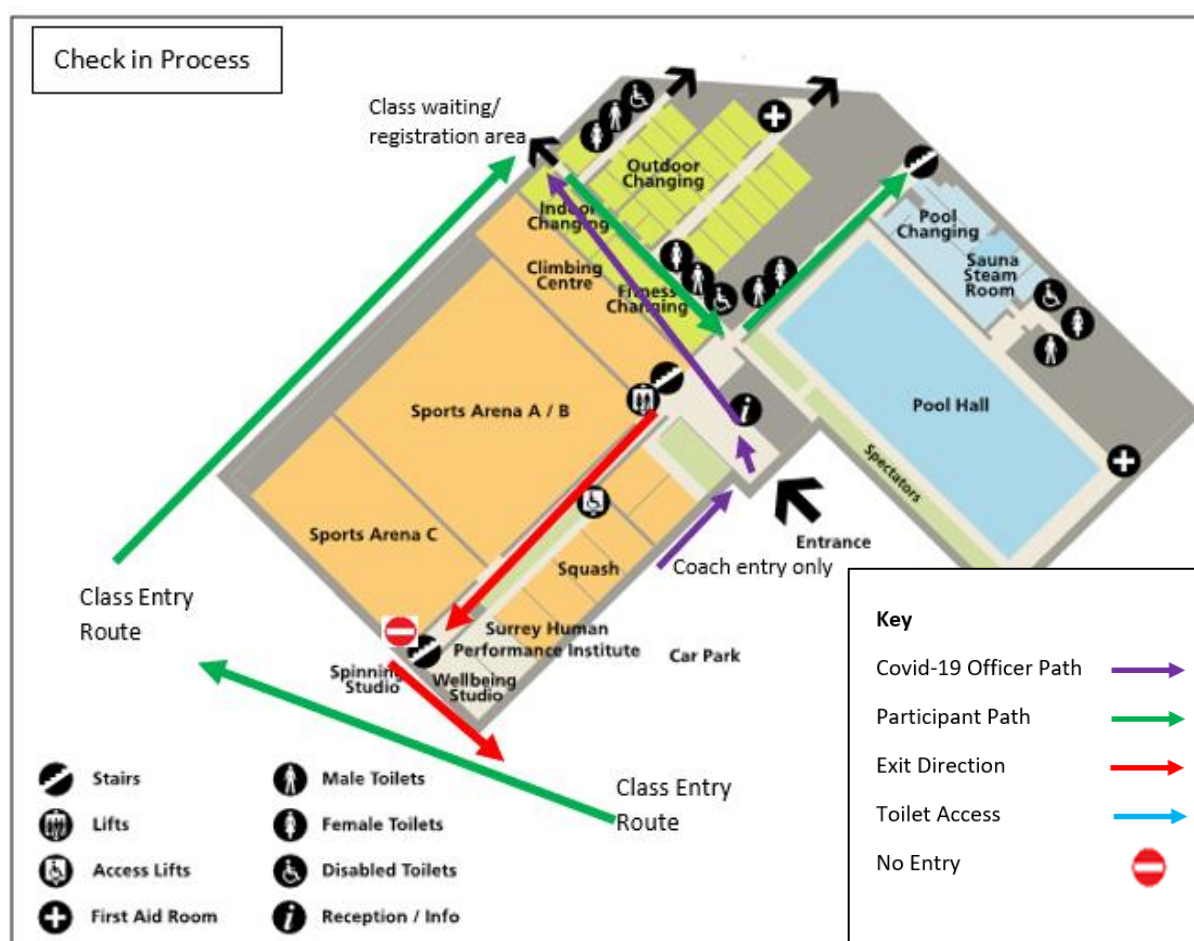
The club Covid-19 Officer must collect the session register at reception and then when instructed will be able to walk through our building, turning right then left after our entry turnstiles to reach the fire exit at the end of our changing room corridor. This is where we ask participants to wait until all members are present and registered. Once all participants are present and registered please proceed to the studios using the staircase past the pool area. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

Please see the below map for directions.

We are asking all participants using the studios to follow this entry process to avoid large groups coming into contact with general users of the building, helping to protect yourselves, the general users and our staff.

Any late comers will need to be collected by a Covid-19 Officer or coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

If you have concerns, please raise them with a member of Surrey Sports Park staff.



### Activity

When using SSP facilities, the club Covid-19 Officer(s) is responsible for the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this, please contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk).

For studio activities, toilets are available in the upstairs corridor. These may be in use by other facility users so please be respectful of the current social distancing requirements. For large groups please allow additional time for toilet breaks and they should be staggered.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us please call our Duty Manager mobile on 07795012958.

### Exiting the Site

You must leave the Studio no later than the end of your session time. If there is a session immediately after yours (please check the Team Surrey Timetable), you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the facility please walk down the main stairs, turning right at the bottom to exit at the end of the corridor next to the tennis courts. Please do not congregate in corridors or at the exit.

## Pool COVID Instructions

### Arrival

When training in the pool please arrive no earlier than 10 minutes before your session is due to commence. This is to allow any previous sessions time to exit the area.

We ask that participants/members proceed to queue outside the swimming pool by the flag poles. We recommend sorting your pool users into and groups that will be used in the pool space/lanes and arranging them to queue in this way.

At this time, we are unable to accommodate spectators.

The club Covid-19 Officer must collect the session register at reception and make them aware of their arrival. From here please sanitise hands, proceed through the turnstiles, turn right and enter the pool spectator area. From here please make your way to the very end of the spectator area where participants can enter and register. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

Pool users should enter, sanitise their hands and proceed along the seating in single file and should stop when they all have a seat marked with a green sticker. Our seats have been marked with sticker to enforce distancing and there should always be a vacant seat with a red sticker next to each person. In this spot the pool user should remove outer garments, placing them on their seat and await instructions from their coach to enter the pool deck through the gate. During this process please be considerate of social distancing by not being face to face and maintaining 1m+ distance.

Any late comers will need to be collected by a Covid-19 Officer or coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

### Activity

While using SSP facilities, the Covid-19 Officer is responsible for the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this, please contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk). Here is the [Swim England guidance](#) from (21/07/20) and [British Canoeing guidance](#) (28/07/20).

Upon entry all pool users should place any equipment at their lane and must walk round to the shower area to shower for 20 seconds. Please leave one shower vacant between swimmer's and

wash hair if no swimming cap is being worn. Please respect other pool users and be considerate of their space.

Access to the toilets is through our shower area. These may be in use by other facility users so please be respectful of the current social distancing requirements. For large groups please allow additional time for toilet breaks and they should be staggered.

Please follow any instructions given by a member of the Sports Park staff. If you have concerns, please raise them with a member of Surrey Sports Park staff.



### Exiting the Site

You must leave the Pool Area no later than the end of your session time. This may mean finishing 10 minutes early to allow time to return/clean equipment. This will allow any subsequent bookings to start on time.

We ask that the pool users do not use the showers or toilets after sessions currently to avoid congestion. We are also not allowing any body or hair washing following sessions.

The changing rooms are currently only available for public users and members of the Learn to Swim Programme. For all clubs we ask that pool users return to their changing seat in the reverse order that they entered the pool through the gate. At this point they should dry off and dress and wait until instructed to leave via the spectator fire exit.

## Climbing Wall COVID Instructions

### Arrival

When training in the Climbing Wall please arrive no earlier than 10 minutes before your session is due to commence. This is to allow any previous sessions/bookings time to exit the area.

We ask that participants/members proceed around the side of the building, past the Tennis Courts and behind the back of the building to wait outside the fire exit indicated in the map below.

The club Covid-19 Officer must collect the session register at reception and then when instructed will be able to walk through our building, heading straight through our entry turnstiles to reach the climbing wall fire exit. This is where we ask participants to wait until all members are present and registered. Once all participants are present and registered please proceed to the climbing wall. At this point each person should be able to confirm that they are healthy and able to take part. **The Covid-19 Officer must return this register to Reception after the session.**

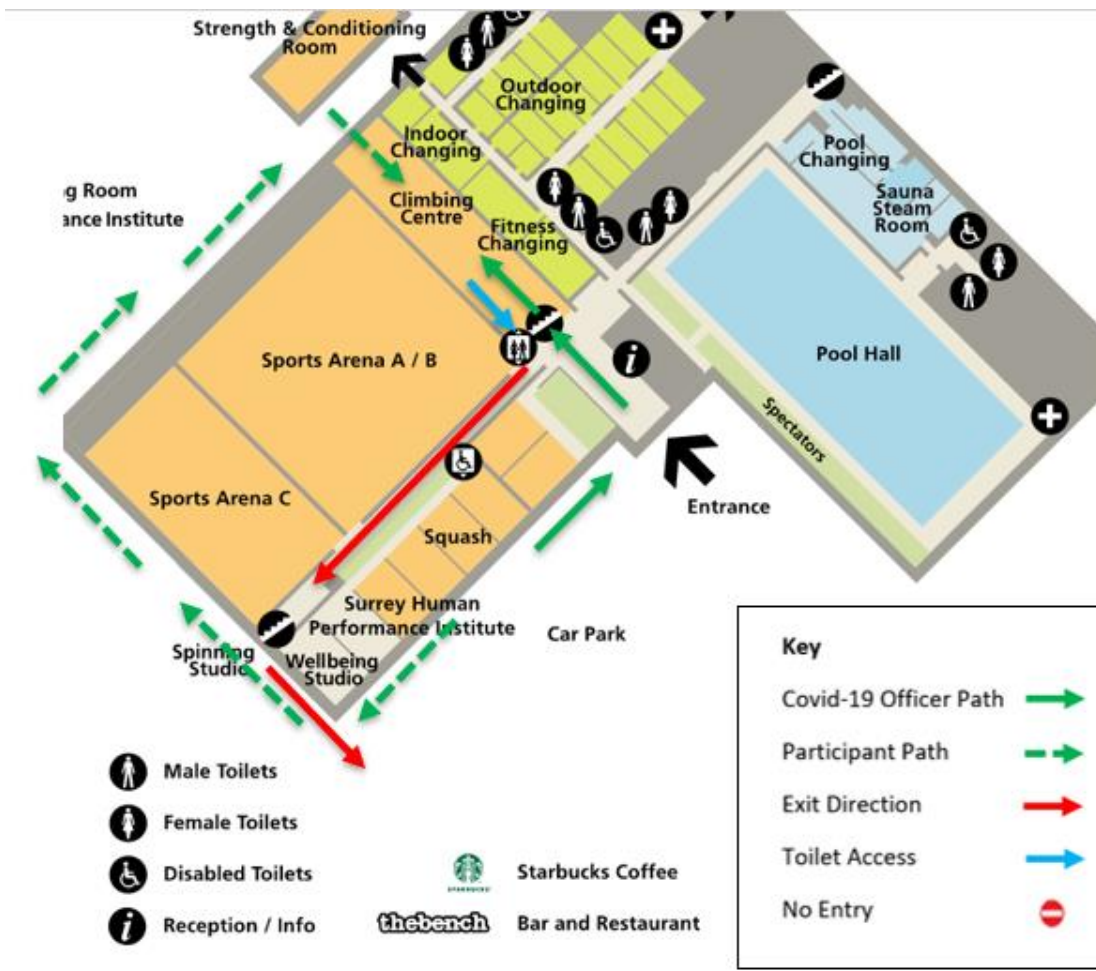
Please see the below map for directions.

We are asking all participants using the climbing wall to follow this entry process to avoid large groups coming into contact with general users of the building, helping to protect yourselves, the general users and our staff.

Any late comers will need to be collected by a Covid-19 Officer or coach, but please encourage all members to be on time. If arriving over 5 minutes late for a session, participants/members will not be permitted into a session.

If you have concerns, please raise them with a member of Surrey Sports Park staff.





### Activity

When using SSP facilities, the club Covid-19 Officer(s) is responsible for the group's adherence to the relevant national governing body's guidance for activity. If you have any questions around this, please contact Amber Main- [a.main@surrey.ac.uk](mailto:a.main@surrey.ac.uk).

For climbing activities, toilets are available in the downstairs corridor. These may be in use by other facility users so please be respectful of the current social distancing requirements.

Please follow any instructions given by a member of the Sports Park staff. If there is an emergency and you need to contact us please call our Duty Manager mobile on 07795012958.

### Exiting the Site

You must leave the climbing wall no later than the end of your session time. If there is a session immediately after yours, you will need to finish your session 10 minutes before the finish time to allow for cleaning any equipment that has been used/shared in the session. This will allow for any subsequent bookings to start on time.

When leaving the facility please exit the climbing wall, turning right and proceeding to the end of the corridor next to the tennis courts. Please do not congregate in corridors or at the exit.