



Your lifestyle. One village.

Facility Guide





These terms of use are designed to help you enjoy Aberdeen Sports Village Ltd. (ASV) and should be followed at all times. These rules need to be followed along with the terms and conditions of memberships and specific facility rules.

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Part 1: General Facility Guide

- 1.1** While you are in the facility you must behave appropriately, respectfully and politely at all times. We can prevent you from entering the facility, or ask you to leave, if we think your behaviour or conduct is not suitable. Serious misconduct or repeated breach of our Terms of Use may result in a ban.
- 1.2** Breakages/damages should be reported immediately to a member of ASV staff.
- 1.3** At times ASV may withdraw all or some of its facilities to carry out cleaning, repairs, alterations or improvements, for staff training, large events and meetings, for maintenance or security work or for reasons that are beyond ASV's control. We will tell you about this using our website, posters and/or social media.
- 1.4** ASV utilises CCTV throughout our facilities for the purposes of public safety and crime prevention.
- 1.5** No food should be taken into any activity area. Only plastic bottles with a lid or cap that can be resealed are permitted.
- 1.6** No animals, other than assistance dogs, are allowed into the facility.
- 1.7** You are not allowed to smoke in any part of the facility, including the use of e-cigarettes or similar devices.
- 1.8** No person shall introduce or consume alcoholic liquor at the sports facilities.
- 1.9** Personal photography is limited within ASV. We do restrict certain areas and user groups from being photographed. Please see a member of staff for assistance.
- 1.10** The Membership access process and Member usage is monitored by ASV staff. ASV access cards are solely for the use of the member to whom it was issued. It may not be passed on to anyone else. Use of your access card is monitored and misuse may result in the termination of your Membership. Card sharing will also result in membership suspension; this includes using your membership card to check in a guest at our kiosks, or passing them through our entrance gates.
- 1.11** No chewing gum is permitted within ASV facilities.
- 1.12** Appropriate clean clothing and footwear must be worn at all times. Jeans are not permitted whilst participating in sport. T-shirt or similar top layer must be worn – no bare torsos.
- 1.13** Private personal training/coaching is strictly prohibited in the gym or in any of ASV's facilities unless prior permission has been granted by ASV. Anyone else undertaking members' training will be asked to leave immediately.
- 1.14** No glass bottles or food are allowed on the pitches and surrounds.
- 1.15** Users are required to stop play up to 5 minutes before the end of their booking period to allow equipment to be removed and/or set up for the next users.

Part 2: The Gym

- 2.1** New users are strongly advised to undergo a gym induction, which will be offered at the time of joining. In addition, we offer a complementary Personal Trainer Taster Session and have Personal Training Packages available for purchase.
- 2.2** Gym users are required to complete a free weights induction or accreditation prior to using the free weights performance area. Contact the fitness consultants for more information.
- 2.3** No one under the age of 16 is permitted to use the gym or attend an exercise class unless as part of an agreed, organised activity or coaching session, see Teen Gym terms of use at reception.
- 2.4** You should seek instruction before using unfamiliar equipment or if you are unsure how to perform an exercise.
- 2.5** All gym users must return equipment to its original location after use.
- 2.6** Users are required to wipe down equipment after use.
- 2.7** Sports bags/rucksacks are not permitted to be taken into the gym.
- 2.8** Lifting specific etiquette:
 - a. Always do your best to execute control in Olympic lifts.
 - b. Olympic/Powerlifting competition rules apply.
 - c. Refrain from using dumbbells on the platforms as it damages the surfaces.
 - d. Please use control when lowering dumbbells, if you need a spot please ask our staff.
 - e. Please respect and encourage all users of the performance area regardless of training experience.
 - f. Always remember to use collars and clips when using a barbell.
 - g. Please share equipment, space and platforms where safe and appropriate to do so.



Part 3: Group Exercise Classes

- 3.1** You must pre-book classes to ensure your participation in them.
- 3.2** All members may book classes, to which their membership entitles them free access, up to 8 days in advance. All non-members may book classes on the day they wish to attend the facility.
- 3.3** In order to avoid disturbing classes, you are requested to arrive to start the class on time. Entrance to classes will be barred to anyone arriving more than 5 minutes late.
- 3.4** An instructor may, at any time, ask you to leave a class if you are jeopardising the safety or enjoyment of others.

Part 4: Sports Hall

- 4.1** ASV membership does not include access to the Sports Hall. Users are only allowed access to the sports hall when an appropriate booking has been made.
- 4.2** Users are asked not to enter the Sports Hall until the time of booking commences.
- 4.3** Please use the lockers provided for all personal belongings. Bags and possessions are not permitted in sports areas.
- 4.4** Clean, indoor, light-coloured, non-marking footwear must be worn at all times whilst using the Sports Hall.
- 4.5** Users are required to stop play up to 5 minutes before the end of their booking period to allow equipment to be removed and/or set up for the next users.
- 4.6** A maximum of one court can be booked at any one time for a maximum of two consecutive sessions.
- 4.7** Only approved equipment may be used.
- 4.8** Badminton or Table Tennis can be booked free of charge by ASV Lifestyle Members. A maximum of one court for one hour per day can be pre-booked up to 8 days in advance. Additional booking slots may be available on a drop-in basis.
- 4.9** Lifestyle Members may bring in a guest for Badminton and Table Tennis. Guests must purchase a Lifestyle Pass to make use of the booked court and other facilities.



Part 5: Athletics Areas

- 5.1** Members / users are only allowed access to the Athletics Area when an appropriate membership has been taken out, facility booking has been made or drop-in session has been paid for.
- 5.2** Athletics facilities will be reserved for 'Athletics Training Time'. This will take place Monday to Friday 16.00-20.00, Saturday & Sunday 09.00-12.00. Athletics Training Time is open to all ASV athletics members, but is allocated for athletics discipline use only.
- 5.3** Use of the Indoor Athletics Performance Free Weights Area does not form part of the athletics facilities and as such is a restricted area.
- 5.4** Use of equipment from store cupboards will not be permitted unless authorised by ASV staff and supervised by a qualified person.
- 5.5** Only standard training or running shoes or spikes (maximum 6mm) are permitted whilst using both the Indoor and Outdoor Athletics Areas.
- 5.6** All specialist activities (high jump, pole-vault and throwing activities) must be authorised by ASV staff and supervised by a qualified person.
- 5.7** All coaches and qualified persons must be able to provide evidence of their qualifications in advance of their booked session.
- 5.8** Special care must be taken around the throwing areas when throw training is in progress. Throw training may only take place during pre-approved training times, under the supervision of a qualified person. You must walk around the outside of the track. This may take longer but will help prevent you from being hit by a throwing implement.
- 5.9** Use of headphones or your mobile phone on the track or infield is not advised. This is potentially dangerous and may stop you from hearing other track users or safety announcements.
- 5.10** All warm up and cool down running on the outdoor track should take place in the outer lanes. Specific drills should take place off the athletics track lanes. However if the track is not busy, it is acceptable to do warm-up drills in the outside lanes. Often this means you will be running back and forth on the straights. This is the only time it's acceptable to run in a clockwise direction.
- 5.11** The term "track" is used to indicate when someone intends to overtake. On hearing someone shout, "track", move to the outer lanes if it is safe to do so. When passing someone, always give plenty of warning time. Say, "track," wait for them to move over, and continue in your lane.

Part 6: Hockey Pitch

- 6.1 The Hockey Pitch is not available for use by individual members or members of the public. All group-use must be pre-booked.
- 6.2 Users are asked not to enter the Hockey Pitch until the time of booking commences.
- 6.3 To gain access to the Hockey Pitch users must follow the designated path and walk around the outside of the Athletics Track. Crossing the Track and infield/ football pitch is strictly prohibited. This may take longer but will help prevent you from being hit by a throwing implement.
- 6.4 Users of the Hockey Pitch must wear training shoes or appropriate hockey shoes.

Part 7: Indoor Pitch

- 7.1 ASV membership does not include access to the Indoor Pitch. Users are only allowed access to the Indoor Pitch when an appropriate booking has been made.
- 7.2 Users are asked not to enter the Indoor Pitch until the time of booking commences.
- 7.3 Shoes specifically designed for an synthetic surface are the most suitable. Shoes with plastic moulded studs or blades are also suitable. Flat training shoes and metal studded boots are not recommended.
- 7.4 Spectators should view from the corridor viewing areas outside the Indoor Pitch on Level 1 and Level 2.
- 7.5 No hot drinks are permitted in the Indoor Pitch.

Part 8: Chris Anderson Stadium Football Pitch

- 8.1 ASV membership does not include access to the Chris Anderson Stadium Football Pitch. Access is permitted when an appropriate booking has been made.

Part 9: Studios

- 9.1** ASV membership does not include access to our studios. Access is permitted when an appropriate booking has been made.

Part 10: Squash Courts

- 10.1** Squash Courts are available for use by members with a Lifestyle or Squash membership. Non-members may book to use Squash Courts. All Squash Court use must be pre-booked. Members can book 8 days in advance and non members can book on the day they wish to attend.
- 10.2** A maximum of one court can be booked at any one time for a maximum of two consecutive sessions.
- 10.3** Squash members may bring a guest. Guest fees are chargeable for non-members and should be paid in advance at reception.
- 10.4** Squash Courts are limited to a maximum of four people per court per session, unless part of a coached ASV session. Each non-member must pay a guest fee.
- 10.5** Clean, indoor, light-coloured, non-marking footwear must be worn at all times whilst using the Squash Courts.



Part 11: Swimming Pools

- 11.1** You must obey the instructions of our lifeguards at all times and adhere to our pool rules and guidelines.
- 11.2** No one is permitted into the pool area without a lifeguard or qualified swimming instructor present.
- 11.3** You must shower, using the showers provided in the changing rooms, before you get into the Swimming Pool.
- 11.4** Only appropriate swimwear that will not hamper or impede the swimmer may be worn.
- 11.5** All children under 4 years must be accompanied by a supervising adult on a 1:1 basis.
- 11.6** All children aged 4 to 7 years must be accompanied by a supervising adult on a maximum 1:2 basis.
- 11.7** All children aged 8 years and over may use the pools unaccompanied as long as they are a competent swimmer.
- 11.8** No children under 8 years are permitted into public lane sessions.
- 11.9** No children under 8 years are permitted in public sessions where the water depth is greater than 1.35m.
- 11.10** A supervising adult is defined as someone aged 16 years old or over who is capable of supervising the child in a competent manner.
- 11.11** No flippers, snorkels or masks may be used during any public session. You can use fins and paddles in the fast lane during a public lane session.
- 11.12** Spectators and visitors must wear plastic overshoes in the pool halls to maintain hygiene and cleanliness standards.
- 11.13** Lane etiquette:
 - a. Swim in a lane appropriate to your ability.
 - b. Try to swim in a lane with a similar choice of swim stroke.
 - c. Follow the directional signals for each lane.
 - d. Allow swimmers who are trying to overtake you to pass, at the end of the lane if necessary.
 - e. Allow swimmers in front the opportunity to let you pass - be patient.
 - f. Be courteous to other swimmers and respect their right for an uninterrupted swim.

11.14 Diving boards:

- a. At all times you must follow our rules and guidelines for the diving boards; these are on display in the diving pool.
- b. Access to the diving boards is permitted during lessons, supervised and public diving sessions only.

Aquatics Lessons

11.15 Suitable attire

- a. Appropriate swimwear must be worn at all times. Swimwear should not impede or hamper the swimmer's competency in the pool.
- b. No jewellery or watches are to be worn.
- c. Swimmers with long hair must wear it securely tied back or wear a swim cap.
- d. Swimming goggles may not be worn for any Learn to Dive lessons. Goggles may only be worn at the discretion of the swimming instructor for any Learn to Swim lesson.
- e. Babies / toddlers must wear swimming nappies (as necessary) whilst in swimming lessons.
- f. Any food, drink or chewing gum must be consumed / removed prior to arrival at your lesson.
- g. We advise that children go to the toilet and blow their nose prior to going onto poolside.

11.16 Expected standards of behaviour

- a. All participants must behave in a way that is not disruptive to other participants, teachers or lifeguards.
- b. Any conduct that is disruptive or affects the safety of other participants will result in that individual being removed from the lesson and potentially from the aquatics programme.
- c. No refunds will be given should this occur.



11.17 Parental responsibilities / at the lesson

- a. In Adult & Child Classes, one adult must be present to supervise each child.
- b. Parents or adult participants must inform ASV of any conditions which may affect the enjoyment or safety of the participant, or perhaps modify the teaching process.
- c. Parents or guardians of children under eight years of age are required to remain in the building during their children's lessons, and children should be supervised throughout the building at all times.
- d. All participants should wait on poolside at the designated collection point (just outside the changing village) until the teacher collects them, no more than 5 minutes prior to the lesson starting.
- e. Please ensure that you arrive with plenty of time to start the lesson - children / participants should aim to arrive at the poolside collection point no more than 5 minutes before their lesson.
- f. Late admissions to lessons will not be accepted later than 5 minutes after the lesson start time.
- g. Parents / guardians are respectfully requested not to walk onto poolside with their children (with the exception of Adult & Child).
- h. Swimming teachers are only responsible for pupils during their swimming lessons and parents / guardians are responsible at all other times.
- i. Parents / guardians must ensure that they are on time to collect their child after lessons: children will make their way from poolside into the changing rooms where they should be collected / supervised as necessary.



11.18 Viewing

- a. During swimming lessons, parents or guardians may watch the participants from the spectator viewing gallery on level 1 or the cafe tables on poolside. However during diving lessons, spectators are not allowed to view from the cafe area, but parents or guardians may watch pupils from the spectator viewing gallery on level 1.
- b. Please keep noise levels to a minimum and allow the children to focus on their learning.
- c. No photography or filming is permitted in the swimming pool area.
- d. We like to encourage communication and welcome discussion with parents and participants. However, please do not distract the teacher whilst they are working; they can be contacted either by leaving a message at reception, or by contacting the Aquatics or Diving Co-ordinator.

11.19 Pupil illness

- a. If your child is unwell, we recommend that you do not bring them to their lessons.
- b. If your child has had any sickness or diarrhoea within the last 48 hours they should not attend their lesson.

11.20 Aquatics courses (including adult learn to swim / dive, and water-polo courses)

- a. Lessons will operate on a course basis (usually 10 weeks), allowing for on-going progression.
- b. Registration and payment must be made in advance of the first class.
- c. Once a place has been booked and paid for no refunds will be given.
- d. ASV reserves the right to alter or cancel any class at short notice if facilities are unavailable for reasons beyond ASV's control.
- e. ASV will endeavour to inform you of any cancellation with as much notice as possible.
- f. Participants will be continually assessed, and will be alerted when they or their child are ready to progress (subject to class availability).

11.21 Home portal / assessments

- a. Upon registration, parents / guardians will be emailed details of ASV's Aquatics Programme 'Home Portal', which is an online tool to optimise communication.
- b. It is vital that parents / guardians register with 'Home Portal' as soon as possible after registering.
- c. Parents / guardians are encouraged to follow their child's progress online via our Home Portal.
- d. Participants will be continually assessed, and parents / guardians will be alerted when their child is ready to progress via the Home Portal (subject to class availability) – allowing them to select the next class for their child.

Part 12: Sauna and Steam Room

- 12.1** No person under the age of 16 years may use the Sauna or Steam Room.
- 12.2** When in the Sauna or Steam Room you must wear appropriate swimming attire.
- 12.3** Please talk quietly when in the Sauna or Steam Room.
- 12.4** The Sauna and Steam Room are for members only.
- 12.5** Members who:
 - a. Have high or low blood pressure;
 - b. Have heart problems;
 - c. Have asthma;
 - d. Are pregnant.

Must not use the Sauna or Steam Room without first consulting your doctor.

Part 13: Children's Safety

- 13.1** Children under 8 years of age must be under the constant care and close supervision of an adult who accompanies them at all times excluding during an organised 'ASV Tots to Teens' Activity Session. During these activities, children should be dropped off and collected directly from the activity area by their parent or guardian.
- 13.2** For pre-school 'Tots at ASV' activities, a parent / guardian should remain in the activity area for all dry-side activities, or within the viewing area for aquatics activities.
- 13.3** Children under 8 years of age should be taken into an 'opposite sex' changing area when there is no other responsible adult to take them into a 'same sex' changing area.
- 13.4** Children 8 years and over must not be taken into an 'opposite sex' changing area.
- 13.5** ASV operates a photographic policy, please see a member of staff for more information.
- 13.6** ASV cannot accept responsibility for the safety and security of children out with the hours of the designated Tots to Teens Activity Session, although activity leaders have a duty of care towards participants from when the parent/carer drops them off to when they pick them up after the session regardless of whether or not this falls within the designated time of the Activity Session.
- 13.7** Parents must ensure that children are collected promptly at the end of the Activity Session.
- 13.8** At the end of the Session, children aged under 8 years must not leave the activity area until their parent or carer has arrived in the activity area and informed the coach that the child is being collected.

- 13.9** The above guidelines will apply to all ASV's Tots to Teens Programme, with the exception of Children's Swimming Lessons. For these lessons a register will be taken at the start of the session, and then again at the end of the session as the children leave poolside. Parents should then meet their children in the changing area or reception as required.

Part 14: Accessibility

- 18.1** There are parking spaces for Blue Badge holders immediately next to the entrance to ASV.
- 18.2** There are accessible cubicles, lockers, showers, toilets and lifts for users with a disability located on each floor.
- 18.3** There is also a hoist to assist users into and out of the swimming pool.

Part 15: Lockers and Lost Property

- 14.1** We are not liable for any loss or damage to personal belongings unless the loss or damage is caused by our neglect.
- 14.2** For security reasons, you must store personal belongings in the lockers provided. The lockers are operated by a £1 coin.
- 14.3** We may remove items which are left overnight in lockers.
- 14.4** Please do not remove locker keys from the building.



Part 16: Cafe

- 15.1 In the cafe areas you may only eat the food and drink we provide, unless we allow you to eat your own food for medical reasons.

Part 17: Car Parking

- 16.1 Our car park may only be used by members, users and visitors while they are on ASV premises. You may not leave your car in our car park at any other time (for example, you may not leave it there prior or following a facility visit while you go shopping or attend University).
- 16.2 Vehicles are left at the owner's risk.
- 16.3 You must be a Blue Badge holder to park in the accessible bays in our car parks.

Part 18: Fire Evacuation Procedure

- 17.1 If the fire alarm is activated, all users are required to immediately leave the building via the nearest emergency exit. Please follow staff instruction.
- 17.2 Opening fire doors in non-emergency situations is strictly prohibited.

Part 19: Emergencies and First Aid

- 19.1 Please contact a member of staff in an emergency and for first aid.



ASV Opening Hours

ASV Opening Hours

	Sports Centre	Aquatics Centre
Monday to Friday	6.30am to 10.30pm	6.30am to 10.30pm
Saturday to Sunday	8.30am to 5.00pm	8.30am to 5.00pm

Facility Hire Hours

Monday to Friday	6.30am to 10.30pm
Saturday to Sunday	8.30am to 5.00pm

The Cafe Opening Hours

Sports Centre	Monday to Friday	9.00am to 5.00pm
	Saturday to Sunday	9.00am to 5.00pm
Aquatics Centre	Monday to Friday	9.00am to 5.00pm
	Saturday & Sunday	9.00am to 5.00pm

Our Values

Inspiring

ASV is inspiring. From attracting and developing the best people, to the facilities and services we provide to customers, that will always be current, innovative and best in class offering opportunities for everyone to enjoy, train and compete.



Positive

ASV is positive. We look for solutions not problems, have a "can do" attitude and we build loyalty and trust with customers and each other.



We are Team ASV

Friendly

ASV is friendly. We have a warm, cheery and genuine smile for every customer and each other. Everyone will feel welcome and at ease here. We will always build on our reputation for customer service excellence.



Dynamic

ASV is dynamic. We are energetic and enthusiastic in all that we do, creating a buzz and vibrancy throughout our village.







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