

# Admission Policy at Sportspark

The Sportspark is one of the largest community facilities in Britain. It operates without subsidy from local authorities or the Lottery. Sportspark opened in September 2000 and now has almost 1.5 million visits a year. Despite this enormous amount of use the building looks almost as good as when it opened.

This has been achieved by offering affordable prices, a wide range of activities and minimising operating costs. The Sportspark is seen nationally as an example of good practice in providing quality, clean, well-maintained facilities at affordable prices on a long term sustainable basis without having recourse to subsidy from council tax. The policies and design of the Sportspark have been copied across the country as a result.

Our admission policy is part of that process. It has been in operation since we opened and has worked to the benefit of customers in many ways:-

1. With a single controlled entry point that is also monitored by CCTV we have been able to create a safe environment for customers and especially children. We can monitor who comes into the building and the layout of the building allows easy control and security coverage.
2. There is provision for spectators in many parts of the building as well as social facilities. The cost of providing, cleaning and maintaining these are considerable. We believe it is reasonable to ask everyone who comes into the Sportspark to contribute to those costs and not load all of these onto the participants through their usage charges.
3. The cost of the individual activities and facilities is reduced to take into account the admission charge everyone pays either through the Sportscard scheme or the 60p entry fee.
4. To encourage regular participation and particularly by young people we operate the Sportscard discount scheme for regular users. There are over 8,000 holders of various Sportscards who are able to obtain reduced rates and/or special access. The huge take up illustrates how popular and appreciated this scheme is. We would not be able to offer this scheme if;
  - a) Entry was free and uncontrolled
  - b) We did not have a way of identifying juniors, students and other groups who have varying discounts or access levels.
  - c) We could not identify those persons who were not part of the Sportscard scheme.

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5. We have to operate in a litigious, multi-cultural, equal opportunity, non-discriminatory world where we have to ensure that we are not thought to be consciously or unconsciously discriminating against any customer. All staff are expected to operate within our stated policies and treat all customers the same. There is an admission charge that has to be paid either through the Sportscard system or at point of entry.
6. Staff unfortunately cannot vary that policy for the reasons given above. It is therefore up to the individual to decide whether they wish to pay that charge and have entry or not.
7. In common with all sports facilities we are required to have a Child Protection policy. We want children to be safe in the Sportspark and also for parents to feel happy for their children to use it. As part of that policy children under 12 are not allowed to use the Sportspark unless accompanied by an adult, or they attend an organised Sportspark course/session or they are part of a club or group that takes responsibility for them.
8. All organisers hiring the Sportspark are informed of our entry and Child Protection policies. Parents should discuss any concerns they have about supervision procedures with club officials.
9. The Sportscard scheme offers free entry to the Sportspark and discounts on all activities. The current cards and rates are;

**Educational card (Under 18 and in full time education)**

£10.00 for 12 months

**Sportscard**

From £5 per month + up to 40% discount on all activities

**Green card**

Access only £2 per month – Providing unlimited free access to Sportspark

Application forms and further details of the Sportscard benefits are available at Reception.