

SPORTSPARK FACILITY BOOKING POLICIES

1. Sportscard holders may book a facility for their own use up to 14 days in advance. Non-members may only book up to a maximum of seven days ahead.
2. Bookings can be made online, by phone (between 10:00 and 21:00) or in person (between 06:30-22:00).
3. All bookings must be paid for in full at the time of booking.
4. Holders of Educational Sportscards may only book facilities at the discounted rate for their own use. Where the booking is for an activity that involves other players who are not entitled to the discounted rate, the standard Sportscard rate in force for that time and activity will apply.
5. To allow the maximum number of people to enjoy the facilities at the Sportspark no user may book more than two courts/pitches for the same day through Sportspark Reception. They may be consecutive. With the exception of Badminton where three courts may be booked.
6. All court booking session times are inclusive of any set up time that may be required
7. **Cancellations or transfer of Bookings:**
 - Non-member bookings are non-refundable.
 - Cancellations and transfers may only be made by Sportscard holders.
 - Court/pitch bookings made by SportsCard holders may be cancelled or moved to another vacancy within the next 14 days, if the request is made by phone, or in person, before the Sportspark closes on the day before the start time. An administration charge of £2 will be made. Group exercise class cancellations can be made online, by phone or in-person up to 3 hours before class starts with no fee. Within 3 hours there will be a fee.
 - We regret we cannot accept requests for cancellation or transfer that are faxed, e-mailed or left on our answering service.
 - Where facilities are closed by Sportspark due to weather conditions or maintenance, refunds or a booking transfer will be made without an administration charge.
 - For group, block, event and conference bookings cancellation charges are as per the booking form and confirmation

Block bookings and Event Bookings

1. Block and Event bookings can only be made through the Events office on Tel 01603 593403 Monday to Friday office hours or by emailing events.sportspark@uea.ac.uk
2. Conference bookings can only be made through the Conference office on Tel 01603 592814 Monday to Friday office hours or by emailing conferences.sportspark@uea.ac.uk
3. All Block, Events and Conference bookings will be subject to the Sportspark Terms and Conditions of Use as printed on the booking form unless specifically excluded.
4. Payment will normally be required in advance unless otherwise agreed.

All bookings and use of the Sportspark will be subject to the standard Terms and Conditions of Use at the Sportspark as displayed at Reception, and on website <http://www.sportspark.co.uk>.