

## Enable Leisure & Sports Services Customer Code of Conduct (Issue 3, Oct 2016)

1. Please be patient whilst staff set up the area as some courses/sessions are subject to change-overs
2. Please ensure you finish your booking on time.
3. Please do not litter. Use the bins provided or take your litter with you.
4. Please leave the changing rooms tidy.
5. All sites are NON SMOKING areas.
6. No animals are allowed at any Enable Leisure and Sport session.
7. Consideration must be given to residents when parking vehicles. i.e. do not obstruct driveways, do not park on pavements and refrain from parking vehicles in such a manner that would cause obstruction to residents or emergency vehicles.
8. Use of video, photographic and mobile phone imaging equipment is strictly prohibited on any enable Leisure & sport site **except** where permission has been given. Please speak to staff for further advice.
9. Use of the facility is at your own risk. Enable Leisure & Sport will not be held responsible for any injuries sustained while using the facility, or be held responsible for any loss or damage to any belongings.
10. Users should treat facility staff and fellow users with courtesy and respect, recognising that the facilities are used by people from a variety of different backgrounds and cultures.
11. Users should treat equipment and all other facilities with respect and use equipment and facilities in an appropriate manner, (as defined in instructions and notices).
12. Safety regulations relating to facilities and individual activities should be observed at all times. Users should be aware of safety procedures in relation to their sport or form of exercise and should seek to observe these procedures, not least when they affect the safety of fellow users or participants. (Details of safety procedures are available from enable leisure & sport Staff).
13. Users should wear appropriate dress and use the correct equipment for the activities being undertaken.
14. Any attempt to make use of the facilities without paying the appropriate charge will be viewed as an offence and may lead to action under the procedures defined below.
15. Any significant damage to facilities or equipment caused by irresponsible behaviour will be viewed as an offence and may lead to action under the procedures defined below.
16. Discrimination towards facility staff or fellow users on the grounds of race, sex, religion or disability will not be tolerated and may lead to disciplinary action under the procedures defined below
17. Physical intimidation or violence towards staff or fellow users is entirely unacceptable and may lead to action under the procedures defined below.
18. The department reserves the right to request a medical certificate if they are concerned that exercise may be detrimental to the individual's health or if their physical status has changed since completion of the participant questionnaire (PAR-Q).

### Code of Conduct Procedures

Users are required to conduct themselves in a manner consistent with the above Code of Conduct. Where users breach this general requirement, enables Head of Leisure is authorised to deal with disciplinary matters and to take any of the following actions:

- Warning(s) as to future conduct.
- Immediate expulsion of users from premises pending investigation of incidents.
- Suspension from any of the services operated by enable Leisure & Sport



020 8871 8154



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