



University of Exeter Sport - Customer Charter

Our Commitment to You

- To ensure that capacities are managed within our facilities
- To provide online booking options for activities
- To provide advice and guidance on the use of our facilities
- To take measures and put in place a system of controls to mitigate the risk posed by the spread of CoVid-19 including:
 - enhanced cleaning regimes
 - active engagement with test and trace systems
 - one-way systems
 - reduced occupancy in our spaces and facilities
 - robust hand and respiratory hygiene
- To take reasonable efforts to ensure all of our community are aware of and abide by the latest social distancing guidance

Your Commitment

- Follow reasonable instructions from our staff, we are here to help you and your fellow users
- Please sign into the QR codes that will be located throughout the building to help us with our tracking and tracing
- Arrive and leave in the timeframes allocated
- Use online bookings system for all activities where possible
- We would be grateful if you could wipe down the equipment after use with the cleaning products provided
- Follow social distancing guidance, one-way systems and any notices within the building
- Please be thoughtful of others whilst using and moving around the facilities
- Members who fail to turn up to sessions are preventing other users from accessing the facilities, if you cannot make your session please cancel using the online booking system or just let us know. In these times, it is important we are fair to all members we will be monitoring bookings. And taking the following action
 - a. First - email to advise you missed a session
 - b. Second event – secondary email to advise on next steps
 - c. Third event – postponement of booking capacity for 7 days
- Follow the latest Government guidance and respect social distancing requirements
- If you display symptoms of CoVid-19 socially isolate and engage with the NHS testing system
- Respect the safety of others in the community including our students, University staff and the wider community
- Take every reasonable effort to minimise the risk of the spread of CoVid-19
- Follow the Covid procedures on Campus