

THE UNIVERSITY *of* York

Sports & Recreation Service



2011/2012 Handbook



Our Vision:

To inspire people to fulfil their potential through Sport and Physical Activity at the University of York.

Our Mission:

To encourage participation through to excellence by providing first class sport and physical activity facilities, services and programmes for students, staff and the community.

Our Values:

- 1. Professional high quality service
- 2. Innovative
- 3. Vibrant
- 4. Personable customer experience
- 5. Value for money
- 6. Inclusive
- 7. Diverse.

Welcome to Sport at the University of York

You are joining us at an exciting time as developments to create our fantastic new York Sports Village are well underway. These will add to our wide ranging Sport and Recreation Service which already offer facilities, services and programmes for people of all skills and abilities.

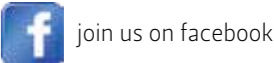
From the 'Try Something New' beginners programme, recreational sports leagues, support of sports clubs and societies to a Sports Scholarship Programme for elite athletes, we really do have something for everyone and things are only going to get better.

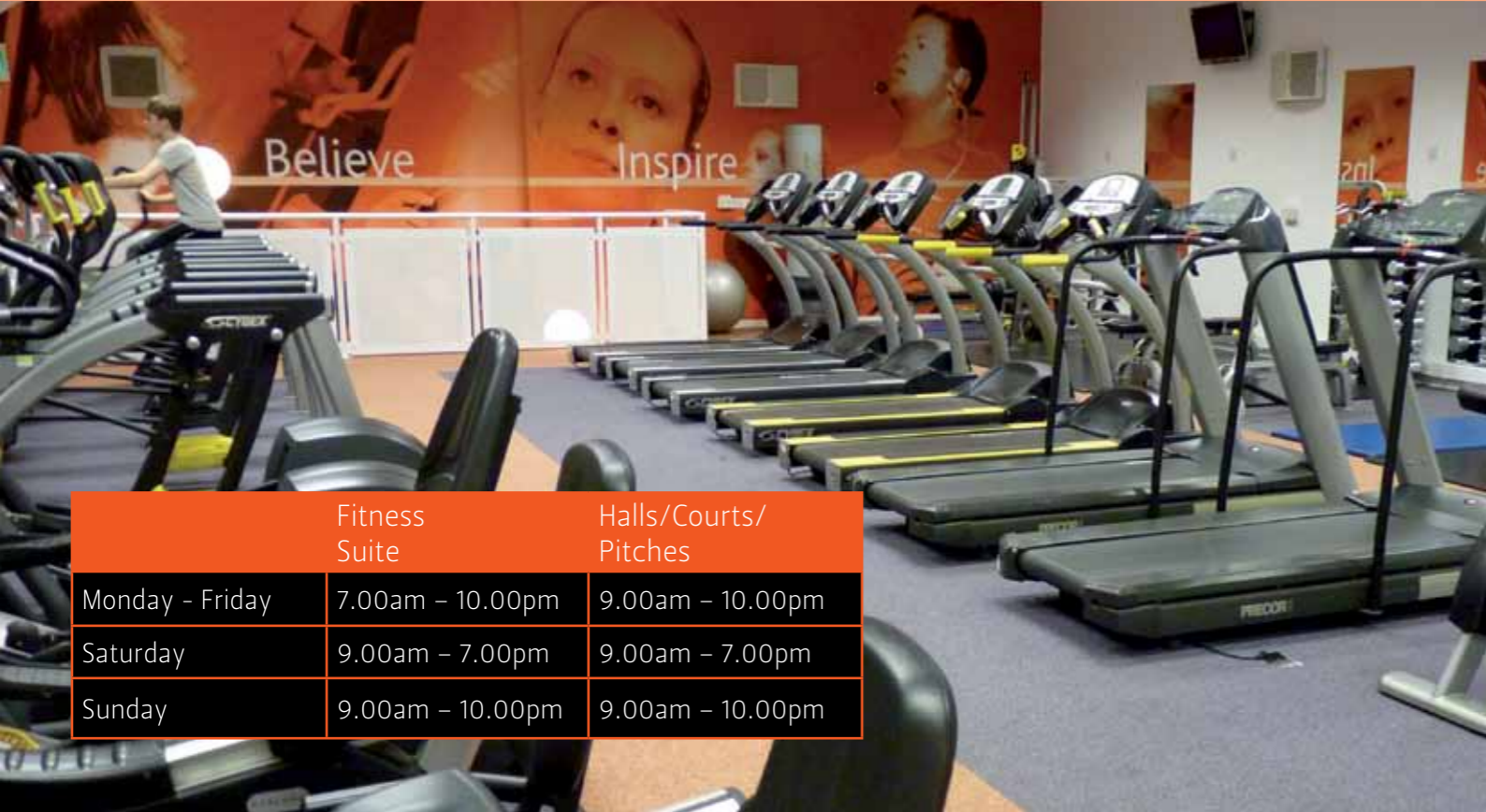
We want to engage with all of our customers and to help you to make the most of your time at the University, so if you have any queries please contact us, visit us at the sports centre or visit us on facebook or via our website. We aim to deliver inclusive opportunities and hope you can make the most of the sport and physical activity we provide. We look forward to seeing you soon.



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	Fitness Suite	Halls/Courts/Pitches
Monday - Friday	7.00am - 10.00pm	9.00am - 10.00pm
Saturday	9.00am - 7.00pm	9.00am - 7.00pm
Sunday	9.00am - 10.00pm	9.00am - 10.00pm

The wide range of facilities available at the Sports & Recreation Service are:

Health and Fitness Suite

70 station, air-conditioned fitness suite spread over two floors that includes both CV and resistance equipment plus a range of free weights. An induction is required prior to use and personal training programmes can be designed to meet your needs.

Sports Halls

Our 3 sports halls of various sizes are equipped to host a wide range of sports including 5 a side football, badminton, volleyball, netball, basketball, indoor cricket, table tennis, trampoline, classes and martial arts.

Squash Courts

4 recently refurbished squash courts with a viewing gallery.

JLD Astroturf Pitch

A sand dressed, floodlit synthetic pitch enables play to continue in virtually all weather conditions, day and night. The playing surface is ideal for a range of sports, including football, hockey and lacrosse.

Tennis Courts

6 tennis courts, 3 of which are floodlit and double up as netball courts.

Basketball Court

A small external basketball court that is available for casual use.

Athletics Track

Surrounding the Astroturf pitch and available free of charge.

Grass Pitches

Situated adjacent to the Sports Centre there are 40 acres of grass pitches consisting of:

- 8 football pitches
- 2 rugby pitches
- 1 lacrosse pitch
- 3 cricket pitches
- 2 synthetic cricket wickets.

The site also offers a pavilion with team changing rooms, a First Aid room, a kitchen and a reception / function area.



The Fitness Suite

The fitness suite is fully air-conditioned and consists of 70 stations which include cardiovascular and resistance machines, a range of free weights and a stretch zone. There is something for everyone to participate in. Further improvements to this area are planned to take place towards the end of this academic year which will increase the size of the present fitness suite to create more free weights and strength and conditioning provision and will create a new purpose built studio. It is our intention that these upgraded facilities will complement the new 100+ station fitness suite and three studios that will be opened within the new York Sports Village in Summer 2012. An induction is required prior to use; please contact the Sports Centre Reception to make a booking.

IFI - The fitness suite has a diverse range of resistance and cardiovascular machines to suit participants of all abilities and disabilities.

Classes - Whether you are looking to relax and unwind or to build up a sweat, there are a variety of classes running on a daily basis to suit your taste; these include Yoga, Pilates, Aerobics, Circuit Training and Zumba.

Personal Programmes - A personal programme is a great way to gain focus and give structure to your workouts. Our fully qualified fitness staff will design a fitness programme based around your goals and will also monitor your progress.

Gym Challenges - How long does it take to row the English channel? Or how many miles do you actually cover each month exercising in the fitness suite?

The Sports Centre runs monthly fitness challenges to test your fitness and make your workouts enjoyable.



The Sports & Recreation Service organises a range of Sports Leagues to suit all abilities. The leagues are organised for students, staff and the community and offer the opportunity to test your skills and ability in a fun, relaxed environment against like minded players.

The leagues are run all year round and are split into regular seasons. For further details, please contact the relevant league organiser below. We also regularly hold one off sporting events and open sessions. Please check our website for regular updates.

www.york.ac.uk/sports

Additional intra mural leagues are organised through YUSU and college sport leagues are organised through college sports reps. Please contact YUSU or check individual college websites for further details.

League	League Organiser	Contact number	Email
5 a side football	Carl Hodgson	01904 322921	carl.hodgson@york.ac.uk
6 a side football	Carl Hodgson	01904 322921	carl.hodgson@york.ac.uk
Squash	Nick Clifford	01904 322921	nick.clifford@york.ac.uk



All our facilities and services are also available on a pay and play basis. Please check our website for a current price list.

Membership Options

The Sport and Recreation Service offers a range of membership options which enables the flexibility to select a membership that most suits your needs. All student memberships include York Sport affiliation for the period of membership and do not include York Sports Village membership when it opens as membership details applicable to this will be promoted throughout 2012.

Platinum Membership

– For those who love all sports

Includes unlimited use of the gym, free classes, free bookings for individual racquet sports, a free gym induction and a free personal programme. Also includes all the benefits included in the Sports Membership.

Gold Membership

– For those who want extra value from their membership

Includes unlimited access to the gym and a free gym induction. Also includes all the benefits included in the Sports Membership.

Silver Membership

– For those who want discounted gym membership.

Includes free gym access in off peak hours (7am to 3:30pm Mon–Fri and all day Sat/Sun) and a free gym induction. Also includes all the benefits included in the Sports Membership.

Bronze Membership

– For those who love racquet sports

Free individual squash, tennis and badminton sessions. Also includes the benefits included in the sports membership. Please note that guests of bronze members without membership will be charged a separate session fee.

Sports Membership*

Gives discounted facility hire and pay and play rates. The Sports Membership also enables you to access York Sport club bookings, College Sports and members' bookings free of charge.

*All student memberships are valid until 30th September 2012.



Try Something New

Try Something New is our programme of 6-8 week courses that gives you an opportunity to 'try something new'.

We will be running regular courses in a range of sports and activities enabling you to learn or improve your skills in a sport or activity. All courses are coached by qualified instructors and are offered at discounted rates for members

Courses that will commence in the 11/12 academic year include:

- Racquet Ball
- Yoga
- Pilates
- Squash
- Badminton
- Tennis
- Zumba

For further details please check for updates on our website. The Sport and Recreation Service and YUSU work closely to maximise opportunities in as wider range of sports as possible and in the rare case we cannot accommodate your interests we may have contacts in the region who do. Please contact us if this is the case.

Yoga
Badminton
Squash
Pilates
Racquet Ball
Tennis

York Sport and College Sport

York Sport and College Sport



York Sport

York Sport is the University of York's Athletic Union and the sporting arm of York University Students' Union (YUSU). With 60 clubs, we have the most per student in the country and match it with some of the highest levels of participation.

Competitive sport stretches from the national BUCS (British Universities College Sports) competition, to local leagues, to major tournaments such as Varsity with York St John's and Roses with Lancaster (the largest sports tournament of its kind).

All our clubs offer opportunities from beginners to advanced and a vast number of our students try a brand new sport when they arrive at York. The Sports Fayre (part of Fresher's Fayre) takes place in the Sports Centre, and is a great way to meet every club, learn a lot more about our various sports and sign up to any that interest you. Fresher's Fayre this year is on Saturday 15th October. Please visit the YUSU/York Sport website for details of Fresher's Fayre, sports club and sports events taking place throughout the year.

College Sport

College Sport is the competition where the 8 colleges; Alcuin, Derwent, Goodricke, Halifax, James, Langwith, Vanbrugh and Wentworth compete against each other in a range of sports. Although all sport victories are awarded points which are tallied at the end of the year to award the winner of the overall College Sports title, the competitions are aimed at participation and having fun. A lot of college sport players will not have played their sport before and the system is designed so anyone can join in!

More information about all of the above can be found at www.yusu.org/sport

Customer Promise

For all services, the Commercial Services' aim is to get it right first time, every time, on time and for everyone. We are committed to the following standards that explain the level of service you can expect. These standards will be reviewed annually, taking into account your comments.



Keeping you informed

- We will provide useful, timely and up-to-date information about our services;
- We will inform you how to access information in other formats or languages, such as large print or British Sign Language.

When working with you we will:

- Resolve your enquiries at the first point of contact whenever possible;
- Respect your confidentiality;
- Keep you updated on the progress of your enquiry;
- Be courteous, respectful and responsive to your needs;
- Ensure that our staff are trained to help and give advice, or are able to refer you to the right person to answer your query.

When answering your telephone calls, letters, faxes and emails we will:

- Respond to your enquiry promptly and professionally;
- Use plain language and avoid unnecessary jargon.

When you visit us in person we will:

- Aim to provide clear signage and information to meet your needs;
- Where possible, ensure areas are accessible, clean, safe and tidy;
- Greet you and deal with your enquiry promptly;
- Where appropriate, offer the use of a private meeting room;
- Be on time to meet you or let you know if we have to cancel or alter an arranged appointment;
- Display name badges in front-of-house service areas.

Suggestions, compliments and complaints

- Your views are important to us; we will record your suggestions, compliments and complaints and, where practicable, use them to improve our services;
- We will treat complaints confidentially and in accordance with appropriate policies and procedures;
- We will apologise when things go wrong and do our best to put them right.

Feedback

We are always looking for ways to improve and enhance our services and we welcome any comments you wish to make. You can use the link: www.york.ac.uk/admin/dfm/feedback/ to complete our online comments form or go to one of our receptions for information on how to obtain the appropriate form.

Sports Scholarship Programme

The University of York's Sports Scholarship Programme supports elite athletes to combine their academic and sporting demands throughout their time at University.

Criteria

Eligibility for a Sports Scholarship varies from sport to sport, however applicants should have generally competed at junior international level at their chosen sport.

Benefits

The University aims to provide a comprehensive package of support that is tailored to the needs of individual athletes. Each athlete will be eligible for the following:

- assignment of a performance manager
- free Gold Membership
- financial support in the following areas:
 - equipment
 - injury treatment and rehabilitation
 - specialist coaching
 - competition and travel expenses

How to Apply

Athletes must complete a Sports Scholarship application form which is available from our website. Applications must be submitted by the 31st October. All successful applicants will be informed by the 30th November 2012.

Supported by

York Annual Fund

Gifts to the Fund are donated by The Yorkies, alumni & friends of the University.

Head of Sports – Keith Morris

Telephone: 01904 323853 Email: keith.morris@york.ac.uk
Responsible for management of the sports and recreation service.

Sports & Recreation Coordinator – Sue Walker

Telephone: 01904 323854 Email: sue.walker@york.ac.uk
Responsible for the management of the administration team including financial, IT, business and marketing activities.

Health and Fitness Manager – Chris Carling

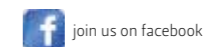
Telephone: 01904 322921 Email: chris.carling@york.ac.uk
Responsible for the management of the Fitness facilities and the class programme.

Bookings and Administration assistant – Avril Browne

Telephone: 01904 323858 Email: avril.browne@york.ac.uk
Responsible for all Sports Facility bookings and membership enquiries.

General Enquiries – Reception: 01904 323855/56

Email: sports-centre@york.ac.uk



Website: www.york.ac.uk/sports

Duty Manager – Carl Hodgson

Telephone: 01904 322921 Email: carl.hodgson@york.ac.uk
Responsible for day to day running of the sports facilities and management of the football leagues.

Duty Manager – Nick Clifford

Telephone: 01904 322921 Email: nick.clifford@york.ac.uk
Responsible for day to day running of the sports facilities and management of the squash leagues.

Duty Manager – Jillian Jenkins

Telephone: 01904 322921 Email: jillian.jenkins@york.ac.uk
Responsible for day to day running of the sports facilities and staff recruitment.

York Sports Village *- Opening summer 2012*

