

Access into the facility is permitted 30 minutes prior to the start time of your event; provided the 30 minutes does not fall outside our facility hours (see below). Please note that access will not be granted outside of our facility operating hours. Events not completed by end of day, will not be permitted to continue beyond operating hours.

## **Repsol Sport Centre Operating Hours**

Access for Competition and Event groups must be done through the Competition Gate, unless alternate arrangements have been confirmed with the Competition and Event Coordinator.

Aquatic events may request to gain pool deck access using the Dive Tank Gate. This must be requested more than 2 weeks prior to the event. For this gate to be left unlock there must be a minimum of one volunteer at the gate at all times and they must be over the age of 18.

For more details on facility access, please refer to the Competition Gate Volunteer Eligibility & Guidelines.

## **Competition Gate Volunteer Eligibility & Guidelines**

- Access for Competition and Event groups must be done through the Competition Gate (also known as the back gate).
- An event group includes all staff, coaches, officials, parents, volunteers, athletes and spectators.
- Upon booking an event, Repsol Sport Centre requires that the user group provide a volunteer to manage the Competition Gate. All volunteers must be at least 18 years of age and must read and comply with all the policies and procedures outlined below.
- The volunteer is required to arrive at the Customer Service desk 45 minutes prior to the event booking, to become familiar with how to operate the gate. Participants are allowed access to the facility 30 minutes prior to the event.
- User groups may have more than one volunteer throughout their event, however there must be a minimum of one volunteer (and a maximum of 2) at the gate at all times for the duration of the event.
- If requested, the event has the option of distributing event access barcode to scan at the Competition Gate. Regardless of the barcodes, a gate volunteer must be present for the duration of the event.
- At no time should any event items be stored behind the Competition Gate.

## **Volunteer Responsibilities**

- For volunteers beginning their shift at the start of the event day, or at the mid-day start of the event (after a break has occurred), you are required to arrive no later than 45 minutes prior to the event start time.
- For volunteers joining the event in-progress, you are required to arrive no later than 15 minutes prior to your shift start time.
- Upon your arrival, you should receive training on the Competition Gate operations and Repsol Sport Centre access policies. If you are the first volunteer of the day, or the first after a break, a Customer Service Department (CSD) Representative will provide this training to you. If you are taking over the volunteer role from another volunteer, the current volunteer should provide you with the training prior to the completion of their shift.
- There must be a volunteer at the Competition Gate for the full duration of the event times. Please do not leave the Competition Gate unattended while the event is in progress. Should you need to step away for a short break (up to 5 minutes, use the washroom/get a coffee), please ask the CSD team prior to leaving. If you need to step away for a break longer than 5 minutes, please ensure another volunteer can cover the competition gate in your absence. If your shift has concluded, no volunteer has arrived to relieve you, and the event has not yet ended for the day, please check with your event meet manager and/or ask a CSD team member to contact the Competition & Event Coordinator or Duty Manager.

## **Repsol Sport Centre Activity Level Access Policies**

- Event groups are permitted access into the activity level 30 minutes prior to their event start time or event mid-day start time (providing the 30 minutes is within Repsol Sport Centre's operating hours). This includes groups wishing to have team meetings, warm-up, etc., and is inclusive of all athletes, coaches, officials, volunteers etc. Early entrance is not permitted. Prior to this time, Repsol Sport Centre staff are working to complete the event set-up, host other user groups and/or staff may not yet be in place to receive a large number of guests in the event space unexpectedly. This is for safety and success of all user groups functions and must be strictly adhered to.
- To ensure the utmost safety during aquatic events, parents/spectators are not permitted to be on the pool deck. Parents/spectators are welcome to watch the event from the concourse level bleachers.
- For dryland events, arrangements for whether spectators are permitted into the activity level will have been made between the Competition & Event Coordinator and Event Host. If you are advised by Repsol Sport Centre, that spectators are permitted, each spectator must receive a "Spectator Stamp" on the top of their hand prior to gaining access. There should be a stamp and ink pad in the top drawer next to the Competition Gate. If you cannot find it, a CSD team member can provide you with the stamp and ink pad. Entry will only be permitted up to 15 minutes prior to practice and game times. Repsol Sport Centre staff will be vigilant about checking spectator stamps and any misconduct from spectators using the facility.
- If you have any difficult interactions with event or non-event people, please inform a CSD team member immediately for assistance. The Team Members will radio for the DM or the Competition & Event Coordinator right away, if they are not able to step in themselves.
- Guests with concerns regarding these policies should be directed to the Competition & Event Coordinator or Duty Manager.

### **Concluding your shift/the event day**

- Please ensure that the volunteer relieving you has been trained on the competition gate operations. Should they require additional assistance, please direct them to a CSD representative.
- Please ensure that all event items/personal items, and any garbage/recycling are removed from the competition gate area.
- Please return any borrow supplies (e.g. spectator stamp, pens) to a CSD representative.

If the event host requires facility access outside of the booking contract schedule, please arrange these details with the Competition and Event Coordinator a minimum of 2 week prior. This includes items such as event deliveries, set up and storage options.

User groups, who arrive outside of the event booking contract times without approval, will not be granted access to the event spaces. Please ensure that all individuals/volunteers assisting with your event are aware of this policy.

The emergency exits within the facility are for emergency purposes only. Should your event have a requirement to move large items in to or out of an activity space, access through an emergency exit must be prearranged through the Competition and Event Coordinator. User groups are not permitted to use the emergency exit to enter or exit an activity space.

User groups wishing to invite ancillary providers, such as massage therapists, are required to inform the Competition and Event Coordinator of their intentions and provide contact information for such providers a minimum of 14 days prior to the event start date. Location of provider set up/services will be determined by Repsol Sport Centre.