

# Strathclyde Sport FAQ's

## Registration

### **How do I share my data on PEGASUS? (Applicable to Strathclyde staff and students only)**

Click Human Resources -> Data Sharing Preferences -> Click Yes.

### **I have just registered, how do I set a password?**

You can do this using the [Password Request](#).

### **I have forgotten my details, how do I log in?**

If you have forgotten your email address, speak to staff at the reception desk to confirm the email address on your account. If you have forgotten your password, you can reset your password at [Forgotten Password](#).

## Memberships

### **I'm a Strathclyde student. How do I qualify for Hall of Residence membership?**

This is automatically assigned externally by [Strathclyde accommodation](#). Please contact them directly if you think you are entitled to this.

### **How do I get a corporate membership?**

Email [strathclydesport@strath.ac.uk](mailto:strathclydesport@strath.ac.uk) to find out if your business or company qualifies for a corporate membership.

### **Can I change my bank details?**

Direct debit members should request a change of bank details by emailing [strathclydesport@strath.ac.uk](mailto:strathclydesport@strath.ac.uk).

### **How do I cancel my membership?**

Details on cancellations can be found in our [Terms & Conditions](#).

## Access

### **Can I bring a child?**

Under 16s may attend swimming, racquet sports and sports hall activities if accompanied and supervised by a member, or a non-member who is staff or a student at the University of Strathclyde. These children will be charged an entry fee per activity. There will be no charge for children under the age of 5. Please note that public PAYG cannot bring children into the facility.

### **I have lost my RFID (i.e., wristband, card, fob, sticker) - can I get a new one?**

New RFID can be purchased at reception.

### **Can I try the facilities before joining?**

Yes, there are Pay As You Go (PAYG) options available.

## **Bookings**

### **Do I have to be a member to make a booking?**

No, bookings can be made by members or non-members. Members can book 7 days in advance and non-members can book 3 days in advance.

### **How do I make a booking?**

Either via the website or the Strathclyde Sport app by clicking 'book now'.

### **I'm not a member - how do I book a session?**

You will need to create a Pay As You Go profile first. To do this, visit <https://www.strath.ac.uk/strathclydesport/membership/> and select the category most appropriate to you. Complete the details and then an option for Pay As You Go will be available for selection. Once registered for this option, you will be able to make a booking online or in person at our reception desk.

### **How do I book the Strathclyde Sport facility or Stepps playing fields for a private event?**

All enquiries should be sent via email to [strathclydesport@strath.ac.uk](mailto:strathclydesport@strath.ac.uk)

### **How many courts can I book in one day?**

Each member can book one court per day for a maximum of 1 hour. The member must be present for the session.

### **How do all players access the facility if only 1 person can book the court?**

In order that we can identify all members and the activities they have taken part in, all people playing should meet and access the facility together by approaching staff at the reception desk. Failure to do so may result in access being refused.

### **How do I cancel a booking?**

Either online, via the Strathclyde Sport app or at reception. If you are unable to attend, you must cancel as soon as possible.

### **What happens if I fail to cancel or attend my booking?**

A no-show charge is automatically applied to your account. The charges are as follows: sports hall, squash or fitness consultation £10.50; fitness class £5.25. The no-show charge can be paid online or in person at the reception desk. Any further bookings are suspended until the outstanding fees have been paid. Further information can be found in our terms and conditions: [Membership Terms & Conditions](#).

### **I have a no-show charge but I attended my booking – why is this appearing?**

This charge will be automatically applied if you forget to scan your membership barcode or bypass the barcode reader on entry, as our system will not know you have attended.

### **Is there a waitlist if there are no available timeslots?**

We do allow waiting lists once a class is full. If a space becomes available, then an automatic email will be sent to all on the waiting list to book on a first come, first served basis.

## **Gym**

### **What clothing is permitted in the gym?**

Appropriate gym clothing and trainers. Jeans, chinos and flip-flops are **not** permitted due to H&S reasons. We have a series of gym etiquette videos on our Instagram page to view.

### **Do you offer personal training?**

We offer Fitness Consultations and Personalised Exercise Plans. Appointments should be made by emailing [strathsport-gymteam@strath.ac.uk](mailto:strathsport-gymteam@strath.ac.uk).

## **Swimming pool**

### **Are there swim lanes available?**

Yes. We have a slow, medium and fast lane always available.

### **Do you offer swimming lessons?**

Yes. Our swimming lessons are to work on technique and structure, as opposed to learning to swim, and are tailored for adult-only sessions. These can be booked online or via the app.

### **Is a pool hoist available?**

Pool hoists are available when requested. Speak to a member of the team upon arrival and they will be able to assist. We also have a Pool Pod platform lift.

### **What swimwear attire is allowed?**

Bikini's / tankini's; swimming costumes; swimming trunks; swimming shorts; lycra leggings (including below knees); short and long sleeve close fitting t-shirts, and swim dresses.

### **Can I use swimming aids / equipment?**

You can use swimming aids, however we do not permit snorkels, fins or masks.

### **Can I buy goggles or swimwear?**

Yes, we have a variety of equipment and aids available to purchase next to our reception desk.

### **Are children allowed in the swimming pool?**

Yes. Children under 16 must be accompanied by an adult in the water. Please refer to the ratios detailed below:

#### **Under 4 years -**

One adult can swim with one child under 4 with or without armbands

One adult can swim with two children under 4, both must wear armbands

#### **4 – 7 years -**

One adult can swim with two children aged 4 to 7 with or without armbands

#### **Mixed ages (under 4 and a 4 – 7 year old) -**

One adult can swim with one under four and one child aged four to seven, only if the under 4 is wearing armbands

#### **8 years and over -**

No restrictions with ratio but adult needs to be in the water supervising

\*If a child cannot support themselves in an upright position then the adult supervision ratio must be reduced to 1:1.\*

## **General**

### **Where is Strathclyde Sport?**

Our address is: 160 Cathedral Street, Glasgow, G4 0RF. You can view the online map by clicking [Here](#).

### **Is parking available?**

There is no parking directly on site. As Strathclyde Sport is in a city centre location, parking options nearby will either require an University permit or Glasgow City Council pay meter. Further information on Glasgow City car parking can be found at:

<https://www.glasgow.gov.uk/index.aspx?articleid=27157>.

### **Is Wi-Fi available?**

Wi-Fi is only available to current student or staff members at the University of Strathclyde.

### **Can you hire equipment?**

Yes. We provide squash, table tennis and badminton racquets for a hire cost of £1.00 per racquet. You can also rent a basketball/indoor football with a deposit, wristband or student card.

## **Sports Union**

### **Is a Sports Union membership the same as a Strathclyde Sport membership?**

The Sports Union is a separate entity to Strathclyde Sport. This means that their membership does not cover any use of our facilities.

### **Who can join Sports Union club training?**

You must be a current student, staff member, or Alumni of the University of Strathclyde to join any of the Sports Union clubs.

### **How do I join Sports Union club training?**

A Sports Union membership must be purchased to join a club. You can do this either via the [Sports Union](#) website or in person by visiting the Sports Union office, which is located across from the reception desk within the Strathclyde Sport facility. To access training in our facility without having a Strathclyde Sport membership you must pay an entry fee at reception.



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