



Section 3: How to reserve facilities

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Created by: Servei d'Esports (Sports Department)

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1 -How to reserve facilities for racket sports and team sports

1. Facilities can be reserved
 - Online at <http://www.upv.es/entidades/AD/info/792321normalc.html>
 - In person
2. **Sports members** may reserve facilities a maximum period of **8 natural days** in advance, meaning that on Monday at 9 a.m. reservations are available for Tuesday of the following week, on Tuesday at 9 a.m. reservations are available for Wednesday of the following week, and so on.
3. Members of the **university community** who are not sports members, may reserve facilities a maximum period of **7 natural days** in advance, meaning that on Monday at 9 a.m. reservations are available for the following Monday, on Tuesday at 9 a.m. reservations are open for the following Tuesday, and so on.
4. **Outside users** who are not sports members may reserve facilities a maximum period of **6 natural days** in advance.
5. Reserving sports facilities bears no additional cost for sports members who **guarantee** that all users of the reserved facility shall be sports members.
6. Sports members who reserve a court or facility may play with “non-sports members” (whether or not they are members of UPV) by paying a fee for members with non-member guests.
7. Outside users and members of the university community who are not sports members may reserve a facility by paying a fee.
8. Available courts may be used as long as a reservation has been made in advance and complies with its terms of use.
9. If persons who are not members of UPV reserve facilities for the **weekend**, it is very important that the person who made the reservation prints and carries the reservation voucher along with their DNI or passport to show to security staff.

Security staff shall allow access to the person who made the reservation and their accompanying group. If anyone in the group is missing, the person who made the reservation must provide their details to security staff so that they can be identified and allowed access when they arrive.
10. A member may make a maximum of 1 reservation per day with no additional cost.

2.- Reservation Cancellations

2.1 FOR REASONS BEYOND THE USER'S CONTROL

If facilities cannot be used for one of the following reasons: Rain on the playing surface, the facility need maintenance, damage to the facility, or the facility is required by Servei d'Esports' staff, the reservation may be compensated by another reservation with the same conditions, or a refund of the reservation fee (if applicable) under the following conditions:

- 1.-The reservation may be compensated by another of the same conditions upon request at any sports building within a 48-hour period.
- 2.-In the case of paid reservations, the reservation fee can be refunded. You must request a refund from the Servei d'Esports via the Gregal system <http://www.upv.es/entidades/AD/info/802377normalc.html>
- 3.-If you request a new reservation to compensate for a paid facility reservation and you cannot use it, you may only request one further form of compensation.

2.2 FOR THE USER'S REASONS

Reservations can be cancelled within a maximum period of **24 hours before** the reservation either in person at the Servei d'Esports, or via the intranet.

Reservations which have already been paid for cannot be cancelled on the intranet, the user may request a refund up to 24 hours before the facility reservation. This operation can be done via GREGAL.

http://www.upv.es/entidades/AD/menu_urlc.html?https://aplicat.upv.es/Dumbov7/solicita/SERDEP

3.-Reservation priorities

Priority for the use of facilities is scheduled by Servei d'Esports Any modification which must be made to reservations due to unforeseen events shall be communicated to the user via email, as soon as possible, at least 24 hours in advance.

4.-Monitoring the use of facilities

Servei d'Esports staff regularly monitor that facilities are being used under the conditions in which they were reserved.



All users must identify themselves to staff upon request using their **UPV student card, DNI, Passport, or Driving Licence.**

It is important that outside users print and carry their reservation voucher as it constitutes proof of reservation.

If a sports member reserves a court to play with another sports member and is later found to be playing with a non-member, they will be informed that they must pay the corresponding fee.

If they do not pay, they shall be penalised in accordance with Section 7 "Penalties".

5.- Reservations for organisations

The reservation of sports facilities, classrooms, and rooms from Servei d'Esports to UPV organisations can be requested via the Gregal system.

http://www.upv.es/entidades/AD/menu_urlc.html?https://aplicat.upv.es/Dumbov7/solicita/SERDEP.