



SPORTS FACILITIES FREQUENTLY ASKED QUESTIONS

Who can reserve sports facilities?

Sports facilities can be reserved by sports members, members of the university community, and users outside of UPV:

UPV organisations and external organisations can reserve facilities by requesting authorisation on the gregal system available at

<http://www.upv.es/entidades/AD/info/802377normalc.html>

What facilities can I reserve?

The reservations which can be reserved are:

Facilities for team sports or racket sports: badminton, basketball, handball, frontenis, indoor football, 7-a-side football, 11-a-side football, paddle tennis, pelota, squash, tennis, table tennis, volleyball, or beach volleyball.

What facilities are for individual use?

The velodrome, climbing wall, bouldering area, campus board, and athletics track. They are for individual use for a determined period of time.

Once I become a member where can I make a reservation?

1.-Reservations for racket sport facilities or team sport facilities can be made on the sport department website <http://www.upv.es/entidades/AD/info/792321normalc.html> or in person at any sports building. Payment can be made with a bank card.

2.-The reservation of facilities for individual use can be made in person at the sports building where the facility can be found. Payment can be made using a bank card.

How much time in advance can I make a reservation?

Facilities for racket sports and team sports:

Sports members can make reservations 8 days in advance, 24 hours before others from the university community.

Users from the university community who are not sports members may reserve facilities 7 days in advance.

External users may reserve facilities 6 days in advance.

Facilities for individual use:

Facilities for individual use can be freely accessed by sports members without making a reservation.

Both users from the university community and external users may reserve in person before accessing the facility. Payment can be made with a bank card.

Does being a sports member guarantee that I can make reservations on specific days and at specific times?



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No, sports members have 24-hour preferential reservation compared with other users for racket sport and team sport facilities. The availability of facilities is updated on the intranet every day at 9 a.m.

Access to facilities for individual use is immediate subject to availability.

What does preferential reservation mean?

It means that sports members can reserve racket or team sport facilities 24 hours before non-sports members.

Similarly, members of the university community have 24-hour preferential reservation compared with those who are not members of the university.

Can I be penalised if I make a reservation and do not use it?

Yes, reserving and not using a facility means that you will be ineligible to reserve again and lose all of your other reservations, as indicated by the document "penalties from the use of sports facilities", unless you have paid a fee for using the facility.

The use of a facility without having paid a corresponding fee also carries a penalty in accordance with the use of sports facilities' guidelines.

Can I cancel a reservation?

If you have made a reservation and cannot use it, you can cancel up to 24 hours before the reserved time.

If you have paid any fee (non-members or member with guests) you should request to change to another time via the gregal system, always 24 hours in advance. <http://www.upv.es/entidades/AD/info/802377normalc.html>.

Users who cannot cancel within the established period due to unforeseen events may request cancellation from Servei d'Esports via GREGAL explaining their reasons.

What penalty could I receive for not using the facility?

The penalty is the cancellation of your reservations and the ineligibility to make another reservation for 15 days for the sport for which you were penalised.

What happens if I reserve a court for members and in the end a non-member is going to play?

You can change the status of your reservation and pay the fee for members with guests up to the last minute, providing you do it before or at your reservation time.

How do I prove that I used the facility?

All users who have made a reservation must validate their use of the facility by entering their DNI number on the touchscreens available in the Entrance Hall of the sports buildings.

You have 30 mins before and 30 minutes after your reservation time begins to validate use.

Can I rent sports equipment?



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Yes, balls and bibs can be used for team sports (football, basketball, handball, volleyball) only for your time at the facility.

Equipment rental is not available for racket sports.

Must the person who made the reservation be present at the facility?

It is required that the person who made the reservation be present at the facility for the period of play time because they are the person in charge of the reservation.

If the person cannot be present, he/she may delegate another person to be in charge within 15 minutes of the reservation beginning, as long as that person has the same status (sports member, member of the university community).

Can I use facilities for individual use if I am not a sports member?

To use facilities for individual use (athletics track, velodrome, climbing wall, and bouldering area) you do not need to be a sports member, all members of the university community and external persons can access these facilities by paying a corresponding fee.

Can the price of reserving a facility vary based on the time slot?

The price of reserving a facility varies based on whether it is in the morning or afternoon. The morning rate will be applied till 3 p.m.

What is the guest fee?

There is a reduced fee for sports members to play with non-member guests, whether or not they are a member of UPV.

If I am a sports member can I use a facility I have reserved with non-members?

Sports members have two reservation options:

- 1.- Reserve to play with other sports members: no extra fee.
- 2.- Reserve to play with non-members: guest fee required.

How do I pay the guest fee?

The guest fee is paid by the person who made the reservation using a bank card on the intranet or at any of the sports buildings.

Can I be penalised if I play with non-members when I have not paid the fee?

Yes, this unauthorised use of the facility carries a penalty for the person who made the reservation and will have their current reservation and future reservations cancelled as indicated in the document "penalties" from the use of sports facilities.

If you have reserved to play with members and in fact you want to play with guests, you can change the status of your reservation and pay the guest fee.

Can I be asked for identification?

Yes, UPV sports facilities' staff regularly carry out checks and may ask users for identification to ensure appropriate use of the facilities.



How do I prove I have made a reservation?

By having your reservation voucher on your person throughout your play time.

What happens if I cannot use a facility reservation due to adverse weather conditions or other reasons out of my 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 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.

Can organisations reserve facilities?

Yes, they can reserve a facility via the online sports reservation service on Gregal.

Does reserving facilities for organisations carry additional fees?

Yes, the rate will vary whether the facility reservation is for the morning or afternoon, on weekdays, Saturdays, or on Sundays and public holidays. The morning rate will be applied till 3pm. When specialised technical staff are required these prices shall increase by the amount paid, in accordance with current regulations, to the staff needed to assist the use of the space or facility.

Should I bring the specific equipment needed to play?

For certain facilities you must use appropriate footwear, a towel, or other equipment, please check the information for using each facility.

Can I use the changing rooms?

Changing rooms may be used by those with reservations and their accompanying group, or by those attending an activity. Getting changed in sports areas is forbidden. Bear in mind that changing rooms may be accessed up to 30 minutes before the facility closes and must be empty at least 10 minutes before closing time.

Can I use a locker?

Lockers are free for those with reservations and their accompanying group only for their play time, in any case for a maximum period of two and a half hours.



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Outside users can request the use of a locker with their reservation voucher.
They must leave an identity document as a deposit for the time they use the locker.