

Service Level Agreement EA and WFSC

Service Level Agreement

The aim of this SLA is to provide a framework for a partnership between Everyone Active (EA) and Winchester Fitness & Sports Club (WFSC). It is not a contract but may be reviewed and updated periodically by either party.

Whilst the club is not categorised as a protected booking in Everyone Active's contract with Winchester City Council, we recognise the huge social benefit that the club brings to the centre and values the clubs use of facilities.

1.0 Key contacts

			Area of Responsibility
EA	Duty Manager	Contactable through WSLP Reception	On the day issues
EA	Rebecca Woodford (Bex)	rebeccawoodford@everyoneactive.com	Programming and operational matters, quarterly meeting
EA	Nigel Ashton	nigelashton@everyoneactive.com	Quarterly meetings, SLA matters
WSFC	Tony Cantello	wfsclub.ea@gmail.com	For all EA liaison
WSFC	Mike Morris	wfsclub.ea@gmail.com	For all EA liaison

2.0 Communication

All EA communication will be through Rebecca Woodford (Bex), but please continue to report any immediate operational issues to the Duty Manager. Contact details for EA are provided above.

3.0 Programming

EA will *aim* to provide facilities to the club over 52 weeks, however, please see exceptions detailed below:

Exceptions	Notice Period of Cancellation or amendment
Events that require the whole centre <i>for example</i> : Hampshire School Games, Personal Bests events and other large events.	Minimum 4 weeks
Planned Maintenance works	As soon as EA are aware
Emergency Maintenance works	As soon as EA are aware
In the event of an emergency – affecting the whole or relevant part of the building (power cut, rest centre <i>for example</i>)	As soon as EA aware
During the school holidays, club sports hall programme will be reduced to accommodate the Holiday Activity Programme	Minimum 4 weeks
Building closures or amended opening times for public holidays	Minimum 4 weeks
Training courses, <i>for example</i> , National Pool Lifeguard Qualification (use of one Squash Court)	Minimum 4 weeks

NB: EA aims to minimise impact to the club (as we do with all clubs) in any of the above circumstances, however amendments and cancellations are unfortunately inevitable.

3.1 General notes on programming.

Programming and attendances will be reviewed three times per year; January, May and September. Attendance statistics will be issued following this. EA and WSFC will discuss any concerns that arise from this review at planned meetings. The current programme is attached to this document (Appendix 1)