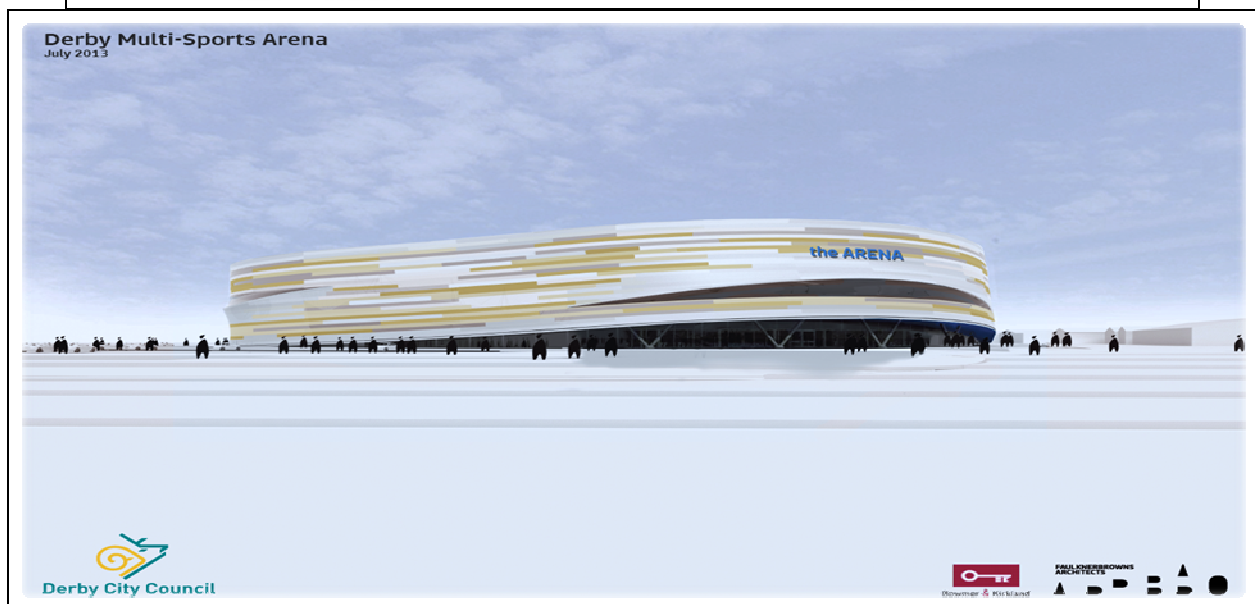
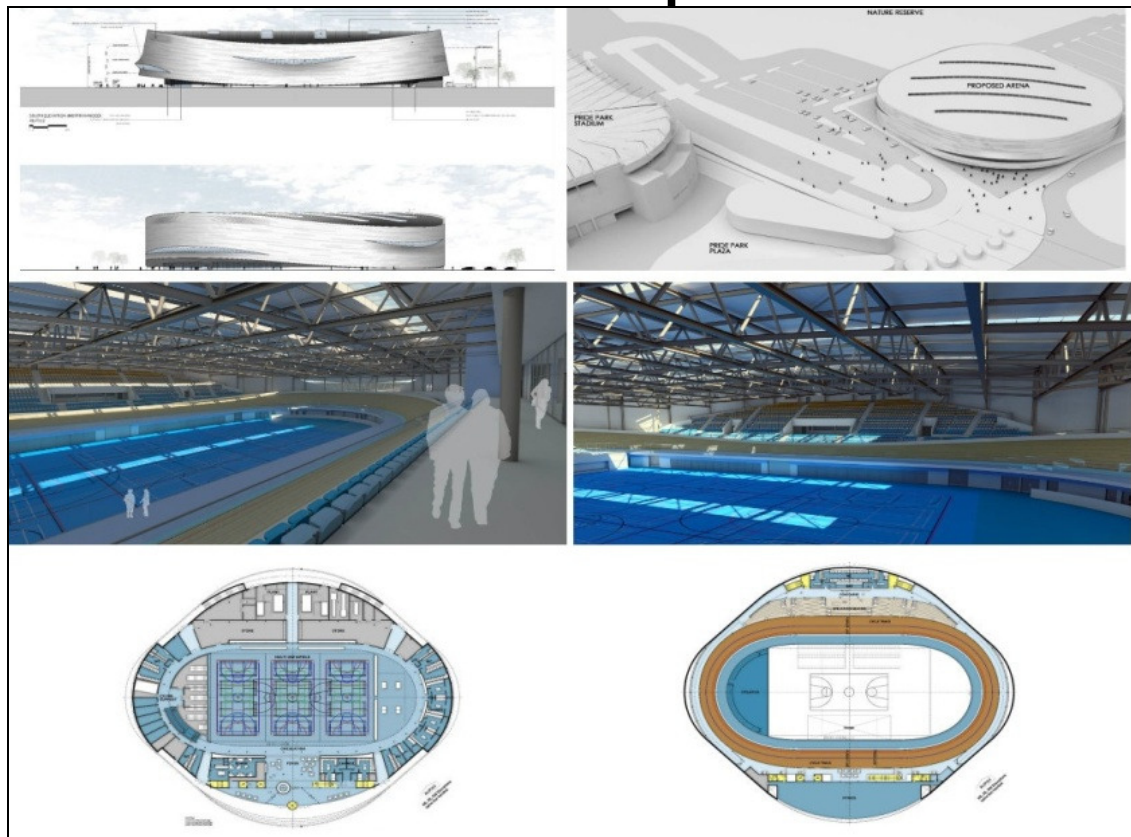


The Derby Arena Customer Experience



Version 1.3

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1. Version Control

Version / Date	Author	Distribution	Purpose	Changes
Draft v0.1 24/07/13. Approved by the Leisure Strategy Board on 12/08/13	Paul Drysdale	Claire Davenport, Peter Ireson, Andrew Beddow, Amanda Chambers, Derek Jinks, Andy Elliott, Wayne Sills, Paul Chambers, Tracey Lines, Owen Swift and Richard Brett.	Initial review, amendments and additions.	Additional information and minor amendments
Version 1.2	Paul Drysdale	Claire Davenport, Andrew Beddow, Amanda Chambers, Wayne Sills, Peter Ireson, Richard Brett, Andy Elliott and Chris Newbold.	To elaborate on the IT and Audio Visual experience and to update the document.	Additional information and minor amendments
Version 1.3	Paul Drysdale	Claire Davenport and Andy Elliott.	To change the name from MUSA to Derby Arena and minor updates.	

2. Document Purpose

The document provides a shared vision of the customer experience at the Derby Arena, which is scheduled for completion by the end of November this year and it is anticipated that it will be officially opened in January 2015. The Customer Experience document has been useful to help think of new ideas, focus thoughts, manage expectations and to provide a holistic view of what is likely to be available at Derby Arena for our customers. The document will be used to produce an Operations Manual for use at the Derby Arena. The document is a live document, whereby small alterations will be made where necessary if for any reason any changes take place.

3. Opening Times, Pricing and Expected Customers

3.1 Draft Opening Hours

The exact opening hours will be confirmed once the activity programmes are finalised. The following are anticipated opening times.

Facility	Day	Opening Times
Track	Monday – Friday	6.30am – 10pm
Track	Saturday – Sunday	8am – 9pm
Health and Fitness	Monday – Friday	6.30am – 10pm
Health and Fitness	Saturday – Sunday	8am – 9pm
Café	Monday – Friday	7am – 7pm
Café	Saturday – Sunday	8am – 5pm
Infield	Monday – Friday	7am – 10pm
Infield	Saturday – Sunday	8am – 10pm

3.2 Pricing

A separate pricing strategy and pricing proposal is being developed and will be agreed around springtime 2014. This will then allow sufficient time for communication with existing customers who currently use Moorways Sports Centre and Springwood Leisure Centre, who may potentially transfer to the Derby Arena. It will also form part of the marketing strategy for new customers. It is anticipated that bookings for the Derby Arena will be taken from late Spring/Summer 2014.

3.3 Expected Customers

Event	Customers/Capacity (to be confirmed)
Cycle track – drop in sessions, beginner and taster sessions, group sessions, cycle club sessions, school sessions, SQT and Accreditation sessions, track leagues.	Exact numbers dependent on number of sessions being run
Multi-sport infield	50 Customers per session
Gym - 125 gym stations plus areas for functional activity	125 Work stations
Aerobics/ Dance	Up to 80 Customers per session
Indoor Cycling Class	30 Watt Bikes plus instructor bike

3.3.1 Events Seating Capacity

Event	Permanent seating	Temporary Seating	Maximum seating
Track Cycle event	1,500	Infield – for hospitality up to 150	1650
Concert – interval	1,500	Up to 2,500	4,000
In-field Sports event	1,500	Dependent on event	Dependent on event

4. Initial Customer Experience

4.1 Derby City Council's Website

Customers will be able to visit the Council's website to determine the opening times, prices, activity programmes, seek directions and to review general information.

The new 'Horizons' module within the leisure IT system will permit customers to book and pay 'online' for a range of activities at the Derby Arena. The new 'Dimensions' module within the leisure IT system will allow customers to purchase and renew various memberships online.

The DerbyLIVE 'Spektrix' IT system will permit customers to book and pay 'online' for events, concerts, shows and sporting competitions at the Derby Arena.

Appendix 1 provides information and website hyperlinks to the Velodrome's at Manchester, Newport, Glasgow and London. This provides a useful comparison.

4.2 Parking

4.2.1 Car Parking

The Derby Arena customers and staff will be able to use the car park at the Park & Ride facility adjacent to the Derby Arena. It will be a barrier control system. As this is likely to create queues to exit the car park, during events there will be a different car parking arrangement. It is proposed that customers will be issued a ticket at the barrier that will be redeemed at Reception for a refund against other purchases.

As the Park & Ride will be available to Derby County Football Club on the same basis as present, on busy match days, there could be a problem if the Derby Arena is staging an event at the same time. Therefore on Derby County match days there will be 70 to 100 spaces allocated for the Derby Arena customers and staff to use during the match.

Liaison with the football club will take place over event scheduling and a transport strategy is being developed to manage high levels of traffic on match and event days. Derby Arena customers will be advised in advance of home match dates and the likelihood of increased traffic and less available parking. If alternative parking is provided a shuttle bus may be required to transfer customers to the arena.

4.2.2 Cycle Parking

In addition to standard external cycle parking provisions, cycles can be locked in secure cages located nearby. There will be secure lockers provided in the arena on a 'pay to use' basis, as well as some secure storage for larger items such as track bikes.

4.2.3 Bus / Coach / Larger Vehicle Parking

Four coach parking bays and coach drop off zones will be adjacent to the main entrance. Designated overnight parking for large vehicles such as artist's motorhomes and articulated support vehicles will be available. These will have access to an electric supply.

4.3 Derby Arena Entrance and Exit

Customers will approach Derby Arena and enter into the reception area, which will be large enough to accommodate 80+ customers arriving at the same time without the need to queue externally. Customers bringing their own cycles will use the same entrance and only 'track cycles' will be allowed on the indoor track. Regular customers will be encouraged to keep their cycles in hired storage at the Derby Arena for which there will be an annual charge.

Changing rooms for the fitness facilities are sited to the right of reception, in close proximity of the stairs and lifts. Changing rooms for sports users are located to the right of the main sports hall next to the Sports D area and for cyclists to the left of the main sports hall, next to the Riders D area.

During concerts and events the exits around Derby Arena may be used as entrances and exits, to provide managed access and egress routes for customers. This will allow the main entrance to be used for last minute ticket collection and as a VIP entrance. Artists or certain VIPs could discreetly leave from the exits at the back of Derby Arena.



4.4 Reception

Customer Service Assistants will be available at reception to deal with enquiries, take bookings and payments and assist with customers taking out memberships. At certain times of the year separate membership sales staff may be employed.

Fitness customers with pre-paid fitness memberships will be able to gain fast track swipe entry to Derby Arena through a turnstile and to the fitness gym through a swipe entry. Pay as you go customers will go to reception where staff will issue a printed receipt which will provide an access number for entry to the fitness gym. This system is currently being successfully trialled at Springwood Leisure Centre.

It will be necessary for new cycle track customers to complete a taster session and gain track accreditation before they can access the full track programme. This will provide a structured pathway to develop their track skills and fitness. Customers who are accredited proficient at the Velodrome's in Manchester, Glasgow, Newport and London will be required to undergo a probationary assessment before being permitted to ride independently at the Derby Arena. Customers would be required to provide proof of their accreditation. Discussions are taking place with other Velodrome's on how to best progress having a standard process that links the tracks.

After reception have recorded the customer's details, on future visits there will be a record of the customer's details on the new 'Dimensions' module, within the Leisure Management IT system. For example they will know the required size of cycle, helmet and cycling shoes and so make the booking process much quicker and more personal.

Orders for track equipment placed at reception will automatically be sent to the 'Riders D' area. At this point a photo of the customer will be displayed on the service desks till screen and the equipment will be ready for the customer to collect. Payment for hired or broken equipment will be made at reception. No payments will take place in the Riders D area.

The reception staff will be able to use the public address system and monitor the fire, security and hearing loop systems. Reception will not have control over the heating, as this will be controlled by the building management system. Panic buttons will be installed behind the main reception desk should staff need to call for assistance. In addition staff will be able to use the tannoy system on any phone to request support, by dialling the extension number of their required location, such as the manager's office.

Interactive touchscreens will allow those that are not familiar with the facility to review activity timetables and to see forthcoming events. These portals will provide more time for reception staff to deal with other duties.

During busy periods Customer Service Assistants could act as Floor Walkers. The use of interactive iPads to provide assistance is being considered. The iPads could also be used for customer satisfaction surveys and may be fitted with a card reader to enable payment for Derby Arena activities or event bookings.

There will not be any notice boards with posters and notices, instead electronic display screens will be used around the centre to provide information, promotional messages and Freeview Television. A display screen will be sited behind reception. Similar display screens are currently being successfully trialled at Springwood Leisure Centre.

Merchandise will be displayed in the foyer area, which will be paid for at reception. It is envisaged Customer Service Assistants may use an iPad, with a card reader, to take payments during busy times.



4.5 Café

The ground floor 50 seater café is located behind the entrance barriers in reception, therefore is predominantly for the Derby Arena users. Other customers wishing to use the café will be able to gain access from reception.

On a day to day basis the café will serve a range of homemade products such as hot choices, cakes and soup, along with freshly prepared sandwiches, paninis, baked potatoes and salads.

The beverage offer will include Costa Coffee as part of the catering outlet. A liquor licence will permit the sale of a limited range of premium continental and local bottled beers, wines and spirits. The first floor Event Bar will only be open during events.

The café will have seating similar to that of the Council House and a large display screen. This will have a digital signage subscriber player allowing for various media to be displayed such as Freeview TV and promotional messages.

The Leisure Strategy Board have agreed the catering provision will be run in-house by Derby LIVE until at least 31 March 2016. Prior to this date it will put out to tender, with a full year's operating accounts, to enlighten potential caterers of actual and forecast sales. As the kitchen will be fully equipped Derby LIVE will be able to cater for events and concerts.



The image above on the left represents the type of café furniture, which includes tall stools. The above image on the right represents the café dimensions.

4.6 Vending

Derby LIVE will source and manage the vending machines. Due to the risk of vandalism and machine faults, outdoor vending if provided would be in the immediate vicinity of the building.

4.7 Retail Sales

Although there will not be a shop, retail goods will be on sale within the foyer. Items for sale will match the different sporting disciplines offered at the Derby Arena, such as cycling, health and fitness and general sports goods.

4.8 Disabled facilities within reception and other public areas

There is a lowered section at reception for wheelchair users and the use of a signage video link connection on reception for deaf customers is presently being explored. This is similar to the facility currently installed at the Council House reception.

Changing areas will be fully accessible for disabled users, these will also have areas that can be closed off for privacy and unisex changing is being provided to meet the requirements of any trans-customers who use the facility. Disabled refuge Intercom systems will be provided within all disabled refuge points and in the disabled toilets. Hearing Loop Systems are being installed for use in the public areas.

4.9 Wi-Fi

Customers will not have to ask Reception for the guest Wi-Fi access code. Customers will be able to access the internet via a Guest Wi-Fi portal from their device. Once accessed and registered this would generate a unique password.

Once customers have provided their details and accepted the terms and conditions, customers can be sent 'splash pages' for promotions, details of the Derby Arena's facilities and to advertise forthcoming events.

Wi-Fi coverage will be provided in reception, the café, the meeting rooms and the fitness gym. There will not be an extensive Wi-Fi service provided by the Council around the indoor track and in the multi-sports infield area.

The "dcc" Wi-Fi network will be available in the reception, admin office & cash office. Staff will be able to use the public Wi-Fi when in the other areas of the Arena if required. Coverage is dependent on a site survey being performed and suitable LAN points being available. Initial suggestions for Public Wi-Fi covered areas are:

- Reception
- Café/Restaurant
- Fitness Suites x 3
- Gym
- Meeting Spaces x 4
- Green Room

The actual Wi-Fi system is still to be determined, although it may be a cloud based solution. Depending on available budget, a system management function would enable control of the amount of band width that is available to customers. Certain cultural events require W-Fi capacity to enable them to send data such as concert figures and box office returns.

It is envisaged Gym users will be able to use the Wi-Fi to upload/download data relating to online personal fitness applications.

5. Indoor Cycling Track - general use

The Derby Arena will feature a 250m indoor cycling track, with permanent spectator seating for 1500. There will be a clear safety glazed balustrade perimeter around the track for rider/spectator safety. It will be necessary for customers new to the track to complete a taster session and gain track accreditation before they can access the full track programme which will provide a structured pathway to develop their track skills and fitness. Customers can use their own track cycles should these meet specific criteria. Customers who are accredited proficient at the Velodrome's in Manchester, Glasgow, Newport and London will be required to undergo probationary assessment before being permitted to ride independently at the arena. Customers would be required to provide proof of their accreditation. Discussions are taking place with other Velodrome's on how to best progress having a standard process that links the tracks.

Within Derby Arena there is a large display screen that can be used for showing track times and cycle race and event information. During general training sessions the big screen will not be used. The following types of cycling activities are planned at the Arena...

- Taster Sessions.
- SQT Sessions (Structured Quality Training).
- Skills and Induction Sessions.
- Schools and Community use.
- Track leagues.
- Cycling events (Revolution type events).



6. Disabled Riders

It is anticipated that some, if not all the adapted cycles that are currently stored at Markeaton Park will transfer over to the Derby Arena and can then be used on the outdoor Cycling Circuit. Two tandems for use on the indoor cycle track have been included in the hire bike tender and will be suitable for use by disabled cyclists with a pilot rider.



7. Indoor Cycling Track – event use

All permanent seats will have a view of the Display Screen/Scoreboard to capture the race activity. Messages on the screen will promote forth-coming events.

The Display Screen/Scoreboard will be used for ...

- Club Meets – timing required for lap times, but mostly manual timing with some data manually updated onto the screen.
- Track Leagues – Timing information displayed, sprints will be hand held starts, no starting gates provided.
- Events such as Junior National Championships, Masters Championships and Revolution Events – Timing information displayed and also information on race results.

It is anticipated that any additional equipment that is required for cycling events, such as starting gates, and video equipment and the screening of events would be hired in as and when required.

In addition to the emergency event public address system, a separate PA system will ensure race commentary is sufficiently loud and clear. There will be a commentary box and a roaming microphone that can be used within the multi-sports infield area.

During track race events, the indoor temperature will be set around 24 degrees C.

7.1 Club Meeting Room

The Club Meeting Room will accommodate up to 40 customers and is sited on the ground floor, at the rear of cycle storage rooms. It will have changing facilities and a kitchenette. This location will also provide external access to the outdoor cycling circuit and can be used as a race control HQ for outdoor cycling events.

8. Riders D Area to the left of Reception

On the ground floor this multi-functional area is where riders will collect their hired equipment, store their own track cycles and have cycles serviced.

On the first floor, the Riders D roof area will provide access to the track, with room for in excess of 100 riders and helpers during track events.



9. Sports D Area to the right of Reception

The Sports D area will be used for smaller sporting activities such as table tennis, martial arts and trampolining.

During events this multi-use area may have a segregated hospitality area, temporary cooking/service equipment for dinner parties or mobile catering and bar outlets for events. Cash only tills will be used in this area and these will not be linked to any system.

10. Concourse Area

The Concourse area surrounds the indoor track, providing fixed seating, access to various rooms and additional standing spectator viewing for the track. Exit routes around the perimeter can also be used as temporary access points when in arena / concert mode, to supplement the reception entrance.

At suitable times the Concourse could be used as an indoor jogging circuit, to supplement the fitness facilities and as a location for mobile catering and merchandising stalls, during events. Cash only tills will be used in this area and these will not be linked to any system.



11. Outdoor Cycling Circuit

The proposed fenced 1.5km flood lit outdoor closed road cycling circuit would permit spectators, but there will not be seating. The circuit would simulate conditions found on open roads with a mixture of straights, hills, bends and have a pit stop area. It could be used without the need for induction, by the general public, clubs and be used for training sessions and organised race events.

Other sports such as in-line skating, jogging/running and wheelchair racing could also make use of the circuit.



11.1 Mountain Bike Skills Circuit

A mountain bike skills learning circuit would be aimed primarily at junior/beginner riders to learn and practice in a controlled environment. Participants may be issued instructions on use but will not have to be inducted.



11.2 The BMX Track at Alvaston

Although it is not located at the Derby Arena, Alvaston's BMX track is within cycling distance and links between the two sites will be promoted.

12. Multi Sports Infield Area – ground floor, general use

The Infield Area will offer the following multi-functional indoor sports activities:

- 12 x Badminton Courts plus another in the right hand side Sports D area.
- 3 x Basketball Courts.
- 3 x Netball Courts.
- 3 x Volleyball Courts.

There is permanent seating for 1,500 spectators overlooking the infield area from the first floor, plus 120 additional seats outside the second floor Multi-Function Rooms.

A system of sliding/removable curtains will provide separation between courts and these will separate the infield area from the indoor cycle track.



13. Multi Sports Infield Area – ground floor, specialist use

13.1 Seating

In addition to 1500 permanent seats during staged events, the ground floor infield area can accommodate up to an additional 2500 seats that will be hired for the event or hold up to 4000 standing customers.

As bleacher seating will not be used initially, the time taken for setting-up and dismantling seating will impact on the availability of the infield area prior to large events taking place. Although a one day turnaround may be achievable for some events, it is envisaged that concerts will require at least a three day turnaround. When the 1500 fixed seating is not required, there will be restricted customer access to this area.

13.2 Audio Visual

An integrated AV system will be provided in the Arena.

Spectators will have an uninterrupted view of the track and infield area and be able to view the large display screen/scoreboard.

In addition to the emergency event public address system, a separate PA system will provide a good balance between speech and music, ensuring sporting commentary, as well as other events such as comedians and general entertainment is provided for. There will be live commentary from the commentary box at major sporting events.

From trackside a wireless microphone will be used to enable coverage during cycling events and from the infield during other sporting events. This will be connected wirelessly to multiple aerials around the infield area.

On the occasions when there are more demanding audio requirements, such as a rock concert, the event organisers will be responsible for providing their own audio equipment.

The Derby Arena gantry will support a range of line array speakers, consisting of passive loudspeaker elements and a subwoofer element. This will provide a good quality even sound coverage.

To ensure excellent sound quality a 'virtual ease model' will be produced, to replicate the Derby Arena environment. This will allow for the sound system to be tuned and set according to the specific acoustic reverberations of the internal space.

13.3 Events

An events policy is being developed which sets out the principles by which sporting, commercial and cultural events will be considered and the governance arrangements for agreeing events. In addition to this a shared events calendar is being developed that will identify the key times of the year for holding both sporting and cultural events. For example, December could be a good time of year to hold some of the cultural events as this is a quiet time for general sports usage. Therefore impact on regular bookings is lessened.

Sports, commercial and cultural events are booked up to at least 12 months in advance and by identifying certain times of the year to hold sporting and cultural events, this will prevent their being a clashes.

The following guidelines and principles will be considered when considering sporting and non-cultural events. These are...

- **Significance** - Is the event of International, National, Regional or Local significance?
- **Sport** - Is the event supporting one of the city's 'core' sports or supports the current sports programme?
- **Commercial** - Is the event providing a financial/commercial opportunity for the facility, through hire, catering or another opportunity?
- **Innovative** - Is the event bringing something new to the city that is worth considering from a publicity/profile and interest/attendance perspective?

- **Longevity** - Is the event an annual or one-off or is it an opportunity to bring a long-term event to the city?
- **Impact** - Will the event...
 - affect regular bookings? It is therefore essential that the impact of any event on customer satisfaction and loyalty is considered
 - avoid a clash with a Derby County Football Club fixture. It is therefore essential that the impact of a clash is considered.

In addition to these sports events principles Derby LIVE have guidelines and principles that are considered for events. These are measured on...

- **Quality** – perhaps a lesser rating for a comedy show, than a rock concert.
- **Innovation** – something new to the city that could be risky, but worth the publicity and interest/attendance.
- **Diversity** – for underrepresented people in the city.
- **Sustainably** – financial income potential.

The principle of impact, as defined above will also need to be considered for cultural events.

13.3.1 Event Ticket Booking System

Derby LIVE use a 'cloud' hosted system called 'Spektrix'. It is easy to use with no installation required. The system has proved it can cope with sudden large peaks in demand. Any number of users can log in to Spektrix at once, from any location with an internet connection.

Customers can make a booking from home and print the ticket at that time, which will be scanned at a nominated entrance. It's envisaged 60% of ticket sales will be made online. 30% will be made over the phone and by going to the Assembly Rooms Box Office and there could be 10% unsold which would be available on the door. It is anticipated that three staff will be needed for the ticket sales on the night of each concert/show.

A ticket office can be set-up anywhere there is access to the internet and a printer. Tickets could be sold at the Arena reception.

The Box Office at the Assembly Rooms will continue to be used for initial ticket sales of popular concerts/shows as well as the Arena.

The ticket system does not permit tickets to be printed for the standing area, only for allocated seats. This is to reduce forgery and problems on the night. If there is more than one ticket for an allocated seat, the customer would be asked to provide ID, such as the credit card it was paid on and the problem is usually rectified. It wouldn't be possible to have this checked in the standing area.

13.3.2 Sports Customer Expectations

Customers include; spectators, National Governing Bodies, sports promoters, incoming contractors.

The Leisure Team will produce technical specifications for hosting various sporting events. This document will include details such as competitor areas, equipment storage, loading points, in-house PA system details, the power supply, access points and less technical information such as events times. Upon completion this will be incorporated into this document as required.

13.4 Cultural Customers' Expectations

Customers include the Audience, Event Organisers, Promoters, Producers, Tour Managers and Incoming Contractors.

Derby LIVE will produce a Technical Specification for the Arena. This document will include details such as loading points, in-house PA system details, the power supply, access points and less technical information such as what time is the curfew and when the show must finish by. The curfew time is normally 10.30pm, but it may be possible to extend this on occasion though an additional overhead may apply.

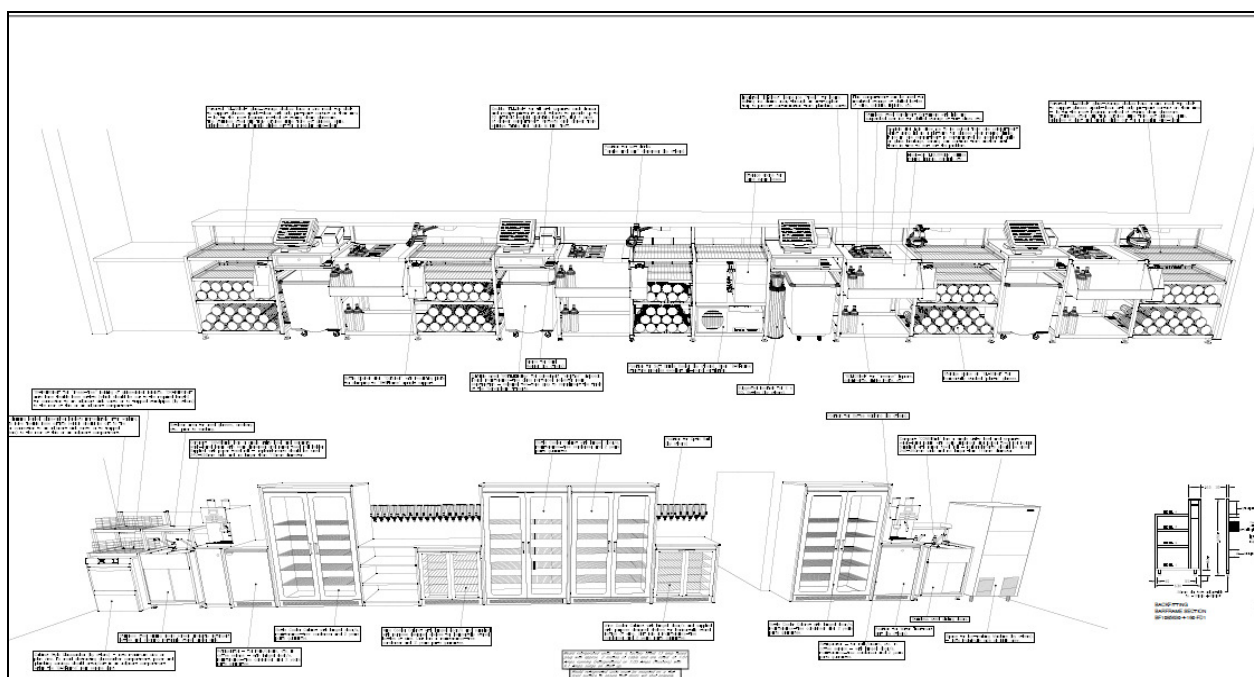
On the Tour Manager's arrival they will expect to be greeted by a competent crew that has everything in hand. They will expect to see the in-house technical specification and Derby Arena ready to go. They won't expect to have to wait for the stage to arrive or for a sporting activity to finish before things can progress. Nor will they allow the general public in the Arena whilst they are sound checking.

There will be Wi-Fi capacity to enable the crew to send the concert figures/box office returns. They will require a secure room to be used as a 'Production Office' to finalise the settlement at the end of the night. They will also want the Artist to be secure, for instance the public shouldn't be knocking on the door for autographs. Artists generally have sole use of the facility, which may not be the case at Derby Arena. Some Artists require an area near to the audience to sign autographs.

The Incoming Contractors wouldn't expect or accept a couple of gym users or people playing badminton underneath them, looking up at them whilst they are at height fitting light and sound equipment. Whilst the stage and accompanying set is being put together there are lots of hazards similar to a building site. There will be a requirement for barriers and no-go areas, whilst the contractors are setting up and dismantling equipment. The type of event will determine what other facilities in the Arena will be open or closed to customers. Some events will require a complete closure of all other facilities including the fitness gym, infield sports area and group exercise studios.

13.5 The Event Bar – first floor

The Event Bar will only be opened for events and this is one of the reasons that bottled beers will be on sale instead of draught. The Event Bar will have four service points. These may be cash only, as credit/debit card readers entail a monthly charge, which may not be viable for the Event Bar service. Various hot drinks will be available, as two machines are being provided on the back of the bar. It is foreseen there will be a need for intervals at rock and pop concerts, as there are usually good bar sales and there is usually an interval between the end of the support act and the main artist. Temporary bars may be in set-up within the ground floor Infield Area, to supplement the first floor Event Bar. Depending on the event, temporary catering units may be provided within the Infield Area or around the concourse area.



13.6 Doping Control Room

There is not a separate designated Doping Control Room for drug testing. This facility will be provided as required using another suitable room in the Arena.

14. Fitness Gym – first floor

The 125 station fitness gym will overlook the track and sports infield to encourage cross-use of the Derby Arena's facilities. It will be used by pay as you play customers, fitness members and specific groups and clubs, which will include county and regional athletes. It will offer a range of resistance, cardio-vascular and functional fitness equipment.

Two 55" back to back TV screens will be ceiling mounted to show Freeview TV and other media. There will also be an interface panel on the wall to plug in and play music via integrated speakers.



15. Multi-Function Rooms (1 & 2) / Group Exercise Studios – second floor

On the second floor there are two air conditioned Multi-Function Rooms / Group Exercise Studios. These will overlook the indoor cycling track and sports infield to encourage cross use of the Derby Arena's facilities. The studios will offer a programme of group exercise classes for pay as you play customers and fitness members as well as being used for hospitality and meeting spaces.

In Multi-Function mode the adjacent rooms will each cater for 32 customers in board room style seating.

By removing the separating wall, a larger suite will cater for 70 customers in theatre style seating or 48 customers in class room style, with a top table.

The rear of the rooms will have floor to ceiling mirrors along the full length of the combined walls, Manifestations on the glass walls of the two rooms will serve as a modesty panel for customers when group exercise classes are taking place.

Each room will have a display screen to show Freeview TV and other media. A ceiling mounted projector and a dropdown display screen will be used when both rooms are combined as a larger event room.

There will be integrated speakers in the two rooms with a wireless microphone, CD player and media connectivity. These rooms will be predominantly used for the delivery of group exercise classes.

16. Indoor Cycling Studio – second floor

The air conditioned second floor Indoor Cycling Studio will accommodate 31 indoor cycles, with a raised stage for the instructor. It will overlook the indoor cycling track and sports infield to encourage cross use of Derby Arena's facilities. The studio will offer a programme of indoor cycling classes for pay as you play customers and fitness members. A display screen will show Freeview TV and other media. A portable music system with a wireless microphone, CD player and iPod connectivity will connect to speakers mounted in each corner of the room to be used for the delivery of indoor cycling classes.



17. Changing Rooms, Toilets and First Aid Room

Lockers will be available to all customers, the lockers in the health and fitness changing rooms will be padlock type and the other changing rooms will be coin and return operated. All changing rooms will be accessible by disabled customers and they will have areas that can be closed off for privacy for sensitive groups, single sex/group/club/school use and a proportion of shower cubicles/facilities will be available for customers who prefer privacy. Additional toilets may have to be hired for some large events.

The First Aid room is located near to main track entrance and directly off the main circulation routes.

18. Meeting Rooms – second floor

18.1 Meeting Rooms 1 & 2

The second floor meeting rooms are flexible spaces for various uses and users and will overlook the cycling track. They can be used as hospitality rooms, providing hot and cold food and beverages for both sporting and non-sporting events.

Each room will cater for 8 customers in boardroom style seating. By removing the separating wall, a larger suite will cater for approximately 35 customers in theatre style seating. Catering can be served, to enable customer customers to overlook the cycle track and infield area.

Each room will have a 42” display screen and a media player to show TV Channels. HDMI, VGA and audio inputs will be available for PC connections. These rooms will also have a wall mounted flip chart and whiteboard.



18.2 Meeting Room 3

This second floor meeting room is smaller than meeting rooms 1 and 2 and as the others, it will overlook the cycle track. It does not have a connecting wall or door to the other meeting rooms, but it can be used as a hospitality room, providing hot and cold food and beverages for both sporting and non-sporting events.

Meeting room 3 will cater for 6 customers in board room style seating. Food and beverages can also be served outside the room overlooking the cycle track and infield area. This room will have a 42” display screen and a media player to show TV Channels. A HDMI, VGA and audio input will be available for PC connections. This room will also have a wall mounted flip chart and whiteboard.

19. Appendices

Appendix 1 - Information and website hyperlinks to the Velodromes at Manchester, Newport and Glasgow.

1.1 The National Cycling Centre – Manchester's Velodrome

<http://www.nationalcyclingcentre.com/p/ride-the-velodrome>



- Registering as a member. admin@nationalcyclingcentre.com. This is required prior to using the track. [This is the downloadable health questionnaire and parental consent form](#).
- Their [timetable](#) for session times.
- Before the first Taster session customer are advised to [please read our advice sheet](#)
- Customer are referred to their [sizing chart](#) to order the correct sized track bike in advance of your session and they are also refer to this [Bike size and gear size table](#).
- Customers are able to see the [programme](#) which shows the types sessions, times and costs.
- Once customers have successfully completed a Taster session, the track programme provides a structured pathway track skills. [Velodrome Accreditation advice](#)

1.2 The Wales National Velodrome in Newport

<http://www.newport.gov.uk/activeNewport/index.cfm/velodrome>



The velodrome with its spectacularly banked 250 meter cycle track is home to Welsh Cycling and plays host to national and international competitions, including use by British Cycling for practice sessions.

Follow the links below to see 360 degree images of the velodrome:

[Tour 1](#) [Tour 2](#) [Tour 3](#)

Visit the [cycling page](#) to find out more.

Opening times

	Track	Central arena	Active Newport Gym
Monday – Friday	7am – 10pm	7.30am – 9.30pm	7am – 10pm** (Last admittance 9.30pm)
Saturday – Sunday*	8am – 9pm	8.30am – 5.30pm	8am – 6pm (Last admittance 5.30pm)

*The velodrome track opening hours on Saturdays in the summer months is 8am-6pm

Other Facilities include [Active Newport gym](#) [Spinning Studio](#) Free weights gym, Function rooms, Multipurpose indoor sports arena, Seating for 500 spectators and an outdoor speedway cycling track

1.3 Chris Hoy Arena Glasgow's Velodrome

<http://www.emiratesarena.co.uk/velodrome/Pages/default.aspx>



It has capacity for 2000 spectators, with room for a further 2000 temporary seats during major events. The Velodrome isn't just for elite athletes! Although it will become the home to Scottish Cycling, anyone can take the opportunity to enjoy cycling and ride the track. But it's not just a case of turning up with your mountain bike and cycle clips and off you go- there is a specialist type of indoor bike you'll need along with a helmet and pedals. Luckily we have all the equipment that you'll need to come along and have a go!

We run introductory sessions that enable you to come along and ride the track under the supervision and guidance of a qualified and experienced instructor.

Follow these hyperlinks: [New Riders](#) [Experienced Riders](#)

As well as our introductory sessions, if you fancy taking cycling a little more seriously and making it a part of your fitness regime, or you've always fancied joining a team then we have a four stage accreditation process to go through after which you will be able to enjoy a range of different sessions from endurance and sprint training to Derny and track leagues.

1.4 London Velopark

<http://www.londonlegacy.co.uk/investment-and-venues/venues-and-infrastructure/velopark/>



The London VeloPark is a cycling centre in Leyton in east London. Lee Valley VeloPark will be owned and managed by Lee Valley Regional Park Authority. It will open to the public in early 2014. Following the Games, the permanent 6,000 seat Velodrome will become the hub of the VeloPark. It will be used by high performance athletes who will train alongside the local and regional community.

The VeloPark will be a world-class cycling facility, meeting the recreational, training and competition needs of cyclists, and supporting the continued development of competitive and non-competitive cycling across the UK. The VeloPark will have the capacity to host the full range of cycling events, including a World Championships. The British Cycling Federation will use the Velodrome to train athletes with international potential, although its main high performance centre will continue to be Manchester. The facility will be available for hire by schools, clubs, and community groups in addition to casual pay and play usage. The BMX track will remain, but be reconfigured, and a road cycle circuit and mountain bike courses will be added.

Key facts

- Dedicated high performance 250m indoor Velodrome and infield with 6,000 seat capacity
- Four fully accessible changing rooms and officials' changing rooms
- Strength and conditioning gym (restricted to high-performance athletes) with sports medicine space
- Dedicated bike workshop, secure bike storage, bike hire facilities and bike retail space
- Offices (including space for [Lee Valley Regional Park Authority](#) and [British Cycling Federation](#))
- Multi-purpose rooms for meetings, seminars, conference facilities
- Café, concession areas and toilets
- Owned, operated and funded by [Lee Valley Regional Park Authority](#)