

Frequently asked questions

1. Where can I see the real-time availability of sports facilities (instructions for use)?

A: You can browse and view reserved and free time slots at sports facilities in real time in the sports calendar.

The own facilities of Sports Services are listed in the calendar by sport. To see the school gymnasiums, select "other activities" from the sport menu. The resource must be selected to view the desired sports facility.

2. Can I apply for sports sessions even though the application deadline has already passed?

A: You can always apply for sports sessions. Reservation applications submitted before the deadline will be processed first, but there will always remain some free slots in many sports facilities that can be applied for.

3. Can I borrow the school's sports and exercise equipment or keep equipment in school storage rooms?

A: Sports facility reservations is not responsible for the school's sports and exercise equipment and storage rooms. We recommend that you contact the school personnel directly.

4. How do I cancel or change my sports session?

A: Requests to cancel or change sessions are made by email to liikuntapaikkavaraukset@hel.fi.

We recommend that you read sports services' terms of contract and cancellation of sports facilities and school gymnasiums <https://liikunta.hel.fi/en/pages/reservation-of-sports-facilities/instructions-for-applying-for-reservations/terms-of-contract-for-the-sports-services-facilities-and-school-gyms>.

5. Can I use outdoor fields if there is no reservation?

A: You can use outdoor fields freely if there is no reservation. Remember to respect other field users.

6. Where can I see the status of my reservation application?

A: You cannot see the status of your reservation application anywhere. Applications are processed on a first come, first served basis.

7. How can I change address or contact person?

A: Requests to cancel or change address or contact person must be sent by email to liikuntapaikkavaraukset@hel.fi. It is important to update the information, as information about bookings, topical issues and invoices is passed on to the contact persons in the reservation system.

8. I would like to reserve a session for a specific sports. What exercise facility would suit it best?

A: It is possible to filter facilities from the sports facilities calendar by type of sports. If you want to ensure that a facility is suitable for your sports, contact the personnel of the sports facility/school directly.

9. Can I apply for a regular time slot for two years ahead, for example?

A: Regular sessions are always applied for specific seasons. Always make a separate regular time slot application for each season. Regular sessions are assigned on the basis of applications. More detailed application periods are shown in the upper part of this page.

Sports Unit indoor facility and school gymnasiums winter season, 1 September – 1 June
Sports Unit indoor facility summer season, 2 June – 31 August
Sports Unit outdoor sports facility winter season, 16 October – 14 April
Sports Unit outdoor sports facility summer season, 15 April – 15 October

10. How can I reserve a session in City of Helsinki's sports facilities?

A: All sessions are applied for through e-services (<https://liikuntakauppa.hel.fi/helsinginkaupunki/ng/shop/reservation-application>). We recommend that you view free time slots in sports facilities in the sports calendar (<https://liikuntakauppa.hel.fi/helsinginkaupunki/ng/shop/public-calendar>) and read our terms of contract (<https://liikunta.hel.fi/fi/pages/liikuntatilojen-varaaminen/ohjeet-vuorojen-hakemiseen/liikuntapalvelun-tilojen-ja-koulujen-liikuntasalien-sopimusehdot>.) before making a reservation application.

11. I want to reserve a time slot in a school gymnasium for a specific sports but no gymnasiums are shown in the sports calendar after filtering by type of sport. What should I do?

A: You cannot filter school gymnasiums according to sports. To see the school gymnasiums, select "other activities" from the sport menu.

12. Does it cost to reserve sports facilities?

A: Yes. You can view the sports facility price list here (https://liikunta2.content.api.hel.fi/app/uploads/sites/9/2025/04/liikuntapaikat_hinnasto2025_sis.-uudet-tapahtumahinnat4.pdf).

13. I have reserved a sports facility, do I also need to pay an entrance fee at the sports hall?

A: If you have made a reservation through sports facility reservations (you have received a confirmation of your reservation), you do not have to pay a separate entrance fee at the sports hall. The sports facility personnel will guide you with regard to entrance.

14. Can I pay my sports facility reservation with Epassi, for example?

A: Unfortunately you cannot pay sports reservations with sports and culture benefits.

15. How and when do I receive an invoice for my sports time slot?

A: Invoices for reserved time slots will be sent by post to the billing or e-invoicing address provided by the customer during the following month. Private individuals can also order an e-invoice through their online bank. Invoices will not be sent by email. Customer/invoicing information is not updated through the application form but all change request should be sent by email to liikuntapaikkavaraukset@hel.fi.

16. I would like to shoot a commercial in your sports facility. What should I do?

A: Agree on the matter with the sports facility personnel. Once you have agreed on practical issues with the sports facility, send email to liikuntapaikkavaraukset@hel.fi to let us know the exact date and time of the shoot. A separate contract price is charged for shooting the commercial, including facility fees, so sports facility reservations does not charge a separate fee for the facility reservation.

17. How can I enter my time slot in the school gymnasium?

A: There are two options for entering school gymnasiums. Entrance depends on whether the school has independent use or evening supervision
<https://liikunta.hel.fi/en/pages/reservation-of-sports-facilities/free-time-use-of-school-gyms-in-the-city-of-helsinki> .

The independent use of school gymnasiums means that the person making the reservation (e.g. a sports club) is responsible for supervision during the reservation and ensures that the gymnasium remains clean after the session. The person making the reservation will receive separate instructions for picking up the key in connection with the reservation.

For schools with evening supervision, sports facility reservations provides a supervisor for the reserved time slot. The evening supervisor is responsible for letting the users of the time slot in the school gymnasium.