



## Conditions of use and hire

### Facility rules and conditions of use

#### General

- All users and visitors:
  - Users must show consideration and respect to all other users and staff.
  - The facility must be vacated by all persons at the specified closing times.
  - The centre reserves the right to refuse admission and users may be asked to leave if their behaviour is deemed inappropriate.
  - Dangerous or irresponsible behaviour will not be tolerated.
  - All users must leave the building if asked to do so by a member of staff or upon hearing an alarm sound.
  - No valuable personal items should be brought onto the premises.
  - All accidents or incidents should be reported immediately to a member of staff.
  - All users and visitors are expected to adhere to the User/Visitor Acceptable Behaviours noted below.
  - Use of the centre and all of equipment, facilities and amenities thereof is permitted entirely at the user's own risk and on the understanding that there will be no supervision of the use of any facility unless this has been expressly arranged with them, in writing, before the period of hire commences. The centre shall not be liable for any personal injury to any user or visitor, or for consequential loss, otherwise than as a result of the defective condition of the centre or its equipment or the negligence of the centre or its staff.
  - All users and visitors should be aware that CCTV is operated throughout our site and its recording and usage is documented in our CCTV and GDPR procedures which are available upon request or on our website.

- Responsibilities of the hirer:
  - All hirers and pay as you go users must report to the reception desk/appropriate person on entering the centre.
  - Hire is agreed on the acceptance of the completed Hire Booking Form.
  - The hirer must be over 18 years of age
  - The hirer will be responsible for the payment of any charges payable for the hiring, see section below. The period of hire includes all time required for set up and take down of equipment.
  - The hirer shall ensure that all users and visitors of the centre under or by virtue of the hiring, comply with the Conditions of Use and Hire and shall be liable for any breach of the conditions.
  - The hirer shall be responsible, during the period of the hiring, for supervision of the premises, protection of the fabric and contents, safety from damage, however slight, or change of any sort. In the event of any such damage, the centre may make it good and the hirer, by acceptance of the hiring subject to regulations, will thereby be deemed to have undertaken to pay the cost of such reparations.
  - The hirer shall be responsible, during the period of the hiring, for the preservation of good order and for the behaviour of all persons using the premises, whatever their capacity, including proper supervision of car parking arrangements, so as to avoid obstruction of the highway / other customers / local residents.
  - At any hiring to which the members of the public are admitted, the hirer shall provide an adequate number of stewards.
  - The hirer shall not sub-let or use the premises or any unlawful purpose or in any unlawful way, nor do anything or bring anything onto the premises, anything which may endanger the premises, their uses, or any insurance policies relating thereto. The centre reserves the right to refuse any application to hire facilities.
  - The hirer shall make arrangements with the centre for any special catering arrangements at least one month before the booking period.
  - The Hirer shall indemnify the centre for the cost of repair of any damage done to any part of the property including the cartilage thereof or the contents of the building during or as a result of a booking.
  - The hirer shall be responsible for making arrangements to insure against third party claims which may lie against their organisation whilst using the facilities.
  - The hirer shall not discriminate, in any of its activities, on grounds of race, gender, sexual orientation, age, disability, religious or political beliefs, marital status.
  
- Fees, charges and cancellations:
  - The hirer shall pay, prior to commencement of the booked period, the scale charges appropriate to the hiring together with any deposit required as may determined by the centre.
  - The centre reserves the right to refuse access to the premises hired if the fees have not been paid or the regulations have not been complied with.
  - Special arrangements may be made for payment of block bookings, by negotiation with the centre.
  - The Hirer may give a minimum of 7 days' notice of cancellation without incurring any charges.
  - Cancellation by the hirer less than 7 days in advance may require payment in full depending on whether or not the facilities can be re-let.

- The right is reserved by the centre to cancel any hiring without notice, where the centre considers it necessary for any cause outside their control.
- In the event of any hiring being cancelled the fees paid will be refunded to the hirer but the centre shall not be held liable or required to pay compensation for any loss arising out of the cancellation of the hiring.
- If any booked period or period of hire is cancelled or terminated by the centre as a result of a breach of any of these conditions, (as to which the decision of the centre shall be final), the hirer shall remain liable for the charges due up to that time but without prejudice to any claim which the centre may have against them arising out of such breach or otherwise.

## **All bookings and hires involving an activity or session delivered to children**

- All bookings and hires involving an activity or session delivered to children must have in place:
  - A safeguarding and child protection policy
  - A staff behaviour policy
  - Have a procedure detailing what they should do if they have a concern
  - Have a designated Safeguarding Lead and a named individual to whom concerns can be raised (this can be the same person)
  - Have suitable pre-employment checks in place for staff working with children
  - Have someone who is first aid trained on site at all times
  - Have a Complaints Procedure
  - Have a Whistleblowing Policy
- All of the above must be provided upon request
- All bookings and hires involving an activity or session delivered to children should be registered with the appropriate organisations.
- All children attending the site for an activity or session must be supervised at all times as there are individuals on our site that do not hold a DBS.

## **3G pitch**

- The Hirer is responsible for setting up and returning the goals to the designated storage area to reduce wear and tear of the facility.
- The Hirer shall ensure that all users of the 3G wear moulded boots as no training shoes are allowed in order to protect the surface.

## **User/Visitor Acceptable Behaviour**

For health, safety and legal reasons, and to help all our users and visitors enjoy their visit, users or visitors are not permitted to:

- Smoke or vape in any part of the building or anywhere on the site.
- Tamper with, or remove any lifesaving, first aid or firefighting equipment, or otherwise behave in a dangerous or irresponsible manner.
- Enter any unauthorised area, i.e. stores, plant or staff rooms.
- Alter or interfere with any equipment, fittings or fixtures.

- Use any equipment for any activity that is not agreed with the centre in advance.
- Take photographs or film, or arrange for the filming or broadcasting, of any activity or performance without the appropriate authorisations.
- Play any music or perform any work that would infringe copyright.
- Use a mobile phone whilst participating in an activity.
- Change or store clothing or belongings in undesignated areas.
- Bring on site, alcoholic beverages or illegal, dangerous and/or offensive substance.
- Bring in any animal other than a guide dog.
- Sell or supply to other customers or visitors, goods of any description without prior consent of the centre.
- Display any notice or decoration, or issue promotional materials.
- Conduct any customer surveys or research.
- Advertise or publicly announce any event to take place.
- Sell any tickets, conduct a lottery or make any collection for charity without prior consent of the centre.
- Show a lack of consideration and respect to other users and staff at any time; any acts of aggression or violence will not be tolerated.