



BURWELL COMMUNITY SPORTS CENTRE

BOOKING TERMS AND CONDITIONS

1. BOOKINGS & PAYMENT

1.1 Adhoc Bookings

- **Definition:** Standard facility bookings for all areas (Astro Pitch, Sports Hall Courts, and Studio).
- **Advance Booking:** May be reserved up to two (2) weeks in advance.
- **Payment:** Full payment is required at the time of booking.
- **Policy:** All bookings are subject to the standard Cancellation Policy outlined in Section 2.

1.2 Adhoc Events

- **Definition:** Event bookings across all areas (Astro Pitch, Sports Hall Courts, and Studio).
- **Advance Booking:** May be reserved up to two (2) quarters (6 months) in advance.
- **Payment:** Full payment is required immediately upon invoice issuance.
- **Policy:** Subject to the standard Cancellation Policy outlined in Section 2.

1.3 Booking Duration & Schedule Constraints

- **Time Slots:** Bookings generally start on the hour, though half-hour intervals may be permitted where schedule integration allows.
- **Session Length:** A standard one-hour booking consists of 55 minutes of activity time during the initial and final hours to facilitate equipment changeovers.
- **Setup/Takedown:** Activities requiring extended setup or dismantling time must incorporate these requirements within the total duration of the booked session.

1.4 Recurring Quarterly Booking Requests

- **Definition:** Applies to recurring reservations for identical space(s) and time slot(s) over a period of at least six (6) consecutive weeks.
- **Submission Process:** Requests payable via quarterly invoices must be submitted using the Centre's official booking forms. Multiple forms may be submitted for the current financial year; however, requests are processed quarterly and confirmed only upon invoice issuance.
- **Submission Deadlines:** Quarterly booking forms must be submitted at least four (4) weeks prior to the start of the relevant quarter. Failure to meet this deadline may result in the requested time slot becoming unavailable. This timeline provides a one (1) week grace period upon receipt of the invoice prior to the quarter's commencement. Once this grace period expires, standard cancellation fees apply.
- **Special Events:** Any specific event dates (such as tournaments, matches, or celebrations) must be explicitly detailed on the quarterly booking form.
- **Payment Terms:** Payment is due within seven (7) days from the start of each month within the quarter.
- **Mid-Quarter Additions & Modifications:** Additional bookings made after the grace period will be confirmed only upon full payment at the standard rate. If adding bookings to a subsequent quarter where a form has already been submitted, an amended form must be provided. Unrecorded additions will not be scheduled or eligible for multi-booking discounts.

- **Non-Recurring Hirers:** For customers without an active weekly recurring booking, reservations are confirmed only upon receipt of full payment at the standard rate.

Note: Following late payment, Management may request future payments to be **made by Direct Debit**, and/or loss of concessionary rates, and even refusal of future bookings.

2. CANCELLATION OR ALTERATION BY HIRER

2.1 Adhoc Bookings

Please verify availability prior to reservation. Refunds are not provided for cancellations made with less than two (2) weeks' notice.

2.2 Adhoc Events & Recurring Weekly Bookings (Excluding Parties)

All cancellation requests must be formally submitted using the Centre's official **Cancellation Form** (available on our website) and emailed to enquiries@burwellsports.co.uk.

All booking alterations are subject to a **£15 administration charge** if they relate to the current quarter.

Cancellations within the active quarter incur the following fee schedule, calculated from the date the Cancellation Form is received. This also includes all Events that have been booked and paid for one or more quarters in advance.

- **Less than 2 weeks' notice:** 75% of the total booking charge.
- **1 month's notice:** 50% of the total booking charge.
- **2 months or more notice:** 25% of the total booking charge.

Following a cancellation, the financial amendment will be reflected on the invoice 30 calendar days following receipt of the Cancellation Form.

Note: The Centre reserves the right to review, suspend, or revoke any subsequent bookings associated with the Hirer following a cancellation.

3. CANCELLATION BY THE CENTRE

While the Centre makes every effort to honor confirmed reservations, it reserves the right to offer alternative dates or cancel/terminate bookings or concessions if legitimate concerns arise. The Centre is not obligated to enter negotiations or incur liability for breach of contract, indirect expenses, or direct losses arising from such cancellations beyond refunding fees paid for unfulfilled dates.

4. CHARGES & PRICE ADJUSTMENTS

Fees for facility use are fixed at the time of booking confirmation and invoice issuance. However, the Centre reserves the right to adjust rates for reservations scheduled more than three (3) months in advance, provided reasonable notice is given.

5. DAMAGE REIMBURSEMENT & LIABILITY

- **Damage & Cleaning:** The Hirer agrees to reimburse the Centre upon demand for all costs related to repair, deep cleaning, or remediation of loss or damage caused during or incidental to the booking.

- **Indemnification:** The Hirer indemnifies the Centre against all claims, costs, damages, or expenses resulting from personal injury, loss, or property damage sustained during or as a consequence of the hire period.
- **Insurance Requirement:** In the case of a company, organisation, charity or club, the Hirer must maintain Public Liability Insurance with a minimum cover of £2,000,000 for all bookings.

6. HIRER RESPONSIBILITIES & HEALTH & SAFETY

- **Safety Compliance:** The Hirer must adhere to all instructions and safety measures mandated by Centre staff to prevent injury or property damage.
- **Supervision & Statutory Standards:** Supervision must strictly comply with the Health & Safety at Work Act 1974, statutory requirements, and relevant sports governing body codes (including First Aid, Safeguarding, and coaching ratios).
 - **Stewardship Ratio:** The Centre requires a minimum ratio of one (1) adult steward per 60 attendees.
 - **Coaching Ratios:** Official governing body coaching ratios must be fully adhered to.
- **Emergency Procedures:** Supervisors and coaches must review and acknowledge emergency and evacuation protocols before using the facilities.
- **Public Events:** For public events, the Hirer must deploy sufficient stewards—as determined by Centre Management—to maintain order and promptly remove disruptive individuals.
- **Documentation & Insurance:** All required insurance policies must be active under the Hirer's name (or represented organization) prior to the hire date. Proof of documentation must be provided to Burwell Community Sports Centre (BCSC) upon request.
- **Cleanliness & Waste Management:** Facilities must be returned in the condition they were found. Cleaning tools (brooms, mops, vacuums) are available upon request. General waste must be bagged in black sacks and placed in the green-lidded bin; recycling must be bagged in clear sacks and placed in the blue-lidded bin at the entrance. If bins are full, all waste must be removed from the premises by the Hirer.
- **Occupancy & Timing:** Usage is restricted strictly to spaces reserved and paid for. All sessions must conclude promptly. For end-of-day bookings, lights will be extinguished 5 minutes after the session ends; attendees are granted 10 minutes total to vacate the premises and parking lot.

7. FIRST AID PROCEDURES

All accidents, injuries, or First Aid treatments—regardless of severity—must be reported immediately to an on-duty staff member or, for unstaffed bookings, to the designated Temporary Responsible Person (TRP).

8. TEMPORARY RESPONSIBLE PERSON (TRP)

During periods when Centre staff are absent, a designated TRP must take charge of the facility. The TRP must complete a facility induction with a staff member, and submit a fully completed, signed TRP form approved by the Centre Manager.

9. EQUIPMENT & STORAGE

- **Equipment Return:** All Centre-owned equipment must be returned to its designated storage area before the booking period ends. Setup and takedown times must be managed within the booked duration.
- **Personal/Group Storage:** Storage of personal or organisational equipment is permitted only with prior management approval and is undertaken entirely at the owner's risk. The Centre assumes no liability for lost, stolen, or damaged items. Stored property must be kept in assigned areas and removed at the end of the booking series or upon request.

10. EMPLOYEE ACCESS

Authorised Centre Management, staff, and trustees maintain unimpeded rights of entry and exit to all areas of the Sports Centre throughout the duration of any hire period.

11. CATERING & ALCOHOL SALES

- **Catering:** Catering details must be coordinated with Management well in advance, with final arrangements confirmed no later than 21 days prior to the event.
- **Outside Food/Drink:** Only food and beverages purchased on the premises may be consumed unless express prior written approval is granted by Management.
- **Alcohol Sales:** The sale of excisable liquor remains the exclusive right and legal responsibility of the designated Licensee.

12. MEDIA, PHOTOGRAPHY & BROADCASTING

- **Media Usage:** Photography and video filming for professional or publication purposes are prohibited without prior written permission from Management.
- **Broadcasting Rights:** The Hirer may not grant broadcasting (radio, television, streaming) or filming rights without express written consent. Where consent is granted, Management reserves the right to participate in negotiations, approve contract terms, and share in derived income and publicity.

13. ADMISSIONS & ACCESS

Management reserves the absolute right to refuse admission to, or evict from the premises, any individual at its discretion.

14. ANIMALS

For health, safety, and hygiene purposes, animals are strictly prohibited from entering the facility, with the exception of registered guide dogs or assistance animals. Prior written approval from Management is required for all other exceptions.

15. EXPRESS PROHIBITIONS

Unless authorised in writing by the Centre Manager, users must strictly refrain from:

- **Sale of Goods:** Selling, trading, or supplying goods or merchandise to other visitors.
- **Notices:** Displaying signs, posters, or decorations internally or externally.
- **Advertising:** Publicising or advertising an event prior to receiving written confirmation of the booking.
- **Gambling:** Promoting, holding, or conducting raffles, lotteries, sweepstakes, or other gambling activities.

16. MODIFICATION OF CONDITIONS

The Centre reserves the right to modify, adjust, or supplement any of these Conditions or Regulations—or impose special operational terms—where the nature of an application warrants such revisions.

17. BREACH OF CONDITIONS

Any breach of these terms by the Hirer entitles Centre Management to immediately terminate the current hire session as well as any future bookings, regardless of whether the hire period has concluded. Upon termination for breach, the Hirer remains liable for all fees due under these terms.