

# 3G SYNTHETIC SPORTS PITCHES CONDITIONS OF LET



All synthetic pitch bookings for Small Sided Football, Training and Match Play must be made in accordance with these Booking Conditions & Procedures and the Code of Conduct displayed in facilities and provided with the letter of booking confirmation.

## 1. Applications for Serial Let

- All booking requests for a Serial Lets must be made online the official using the Serial Let booking form.
- Serial Let allocations are granted for the duration of the booking period.
- The receipt of a Serial Let booking form does not constitute an acceptance of the booking by North Lanarkshire Council. The facilities shall not be deemed to be let until the applicant has received confirmation by email.
- All bookings made in respect of the pitches are subject to the times stated on the serial let booking form. Hirers must ensure that the pitch and any changing facilities are cleared at the appropriate time.
- Changing room accommodation will be provided if requested.
- No booking will be accepted while any accounts for payment by the hirer to North Lanarkshire Council remain outstanding.
- Teams are entitled to use only the facility and area booked and authorised and under no circumstances permitted to transfer lets to other clubs or organisations.
- All applicants must be over the age of 18 years and proof of identity/age may be required. Your details will be held on our computerised system and a booking number issued.
- North Lanarkshire Council reserves the right to grant or refuse any booking request in whole or in part without giving any reason.
- North Lanarkshire Council look to operate a positive action age policy to support grass roots football and therefore enhancing the player pathway. This may include earlier training times for younger players.

## 2. Bookings

- Those hirers requiring all weekly dates within the booking period will be given priority.
- A booking is deemed to be Casual if not used on a weekly basis and paid as and when required.
- Casual Bookings, if available, for synthetic facilities can be made one week in advance. One off casual booking will be considered up to four weeks in advance.
- In order to book, teams/clubs wishing to use these facilities will require to be issued with an individual member number. If they do not already have one, booking numbers can be allocated at any of the North Lanarkshire Council booking facilities. This booking number is not transferable.
- Payment for all casual bookings must be made at the time of booking with no exclusions.
- One off special let bookings will be received up to one year in advance and may result in serial lets being unavailable for the date.
- A booking will be confirmed on receipt of payment.

## 3. Payment

- All Serial Let bookings for small sided football / training and match play lets must secure their serial let allocation by providing a valid bank account for the collection of monthly direct debit fees.
- By entering into a serial let the customer agrees to pay all fees relating to the let via direct debit on or shortly after the 5th of each calendar month. Fees collected on the 5th of each month will cover all let charges for the previous month. Direct Debits should not be cancelled directly with the bank until all agreed fees for the duration of the let

have been paid.

- In the event that a payment is not collected, a second attempt will be made 14 days after the original due date. If a payment fails to collect on 2 occasions or a direct debit is cancelled at the bank without notification to North Lanarkshire Council, this may result in the immediate cancellation of future bookings related to the let agreement.
- Bank Account details can be updated by contacting our office on 01236 341969. 14 days' notice of any amendment must be provided.
- Payment for all casual bookings must be made at the time of booking with no exclusions. These payments can be made over the phone to your let provider.
- Failure to pay any accounts within two months will result in no further availability of premises until the account is paid. Where necessary, unpaid fees may be referred to a debt management agency.
- Booking Refunds – If a session is cancelled by us, no payment will be taken. If a session is cancelled by the customer more than 14 days before the session starts no payment will be taken. No refund will be offered in the event of a cancellation within 7 days.
- Any unauthorised use of North Lanarkshire pitches or accommodations will result in the appropriate charges being applied and no further availability of premises until the account is paid. Continued offending will result in teams no longer allowed to use North Lanarkshire Council premises and pitches.
- North Lanarkshire Council reserves the right to levy additional charges as a result of any damage or additional outlay caused as a direct result of the let.

## 4. Cancellation and amendment of let

- North Lanarkshire Council reserves the right to cancel a let.
- Notification of hirer's intention to cancel or alter a let must be made by the signed applicant via the online form.
- Notification of hirer's intention to cancel an individual session must be made by the signed applicant via the online form.
- In the event of cancellation notice by the hirer for mid-week Training, the following charge are payable by the hirer:
  - 14 days + prior to booking date no charge.
  - 7 - 13 days prior to booking - £10 Admin cost applied to the hirer's account.
  - Under 7 days full booking charge applied - no complimentary booking will be issued; no refund will be given unless agreed by management.

In the event of cancellation notice by the hirer for Match Play the following charges are payable by the hirer:

- All weekend bookings must be cancelled by 12 noon on the TUESDAY preceding.
  - 4 days in advance of booking – no complimentary booking will be issued and no refund will be given unless agreed by management.
- Cancellations should be completed through the 3g let cancellations section of the website or via phone call to your let provider.
  - Where a cancellation is due to adverse weather no payment will be taken for the affected session.
  - Serial lets will be removed for the booking period if two weeks have elapsed and no one has communicated and agreed a cancellation or have failed to turn up to use sites and may prejudice future let allocation priorities.
  - Serial let applicants terminating the booking

period let early will have their renewal priority status removed. Similarly, regular cancellations during the booking period by the hirer will be monitored and may result in the priority booking status being removed.

- Renewals can be affected the more you cancel.

## 5. Cancellation of Direct Debit

- 30 days' notice of Direct Debit cancellation must be provided. Please contact our membership team on 01236 341969 or e-mail [activenl@northlan.gov.uk](mailto:activenl@northlan.gov.uk) to cancel. A confirmation number (tel.) or e-mail response will be provided, this should be retained as proof of cancellation. Any monthly fee falling within the 30 day notice period will be collected in full. Direct Debits should not be cancelled directly with the bank until all agreed fees have been paid.
- All agreements are subject to a 14 day cooling off period during which no advance notice of cancellation may be charged.
- To make changes to your membership type contact our office on 01236 341969. 30 days' notice of any membership amendment must be provided, and North Lanarkshire Council cannot guarantee that changes will be amended before this advance notice period has passed.

## 6. Child Protection Policy

- The hirer is required to ensure compliance with the child protection policy and any subsequent related regulations where group members are less than 18 years of age.
- All clubs/individuals with members under the age of 18 will require a Child Protection registration number to book a North Lanarkshire Council facility.
- Failure to comply with the given child protection policy will result in the termination of the let at any time.

## 7. Loss, Injury or Damage

- Reasonable care must be taken of North Lanarkshire Council property including equipment, furnishings, fittings and fixtures and any damage must be made good by the hirer...
- The hirer is advised that North Lanarkshire Council accept no responsibility in respect of loss or theft of articles from the premises or area during the let or of any articles left on the premises at any time.
- North Lanarkshire Council accepts no responsibility for any loss or damage, including personal injury and death, resulting from the premises or area proving to be unsuitable for the hirers intended use.
- The hirer is advised to take out appropriate insurance to cover loss or damage of property belonging to themselves, North Lanarkshire Council or members of the public and to cover death or injury of persons on the premises during the period of hire.
- When an event is open to the public, the hirer is required to take out at least public liability insurance and the premises are let on the understanding that this will be done.
- The hirer must indemnify North Lanarkshire Council against any loss or damage as described within these conditions.

## 8. General

- The hirer should receive their pitch litter free and leave it clean for the next booking.
- Please be aware of correct footwear for pitch & conditions. No metal studded footwear allowed at any time.
- Goal nets are standard and should be in good condition. Corner flags are not supplied.

- d) Teams are responsible for their spectators / supporters.
- e) No Alcohol and glass bottles are allowed on our premises.
- f) No food or chewing gum allowed on the pitch.
- g) Care should be taken in the disposal of bottle caps as they have the potential to cause injuries during play. Teams / referees need to be vigilant and proactive in their removal.
- h) No smoking is allowed on the premises.
- i) Bookings times are either 1 or 2 hours. If extra time is a requirement of the fixture then a further booking slot may be required.
- j) Team warm up preparation should not impinge on the preceding booking.
- k) The hirer is responsible for the provision of first aid during the times stated on the booking form. In the event of an accident during a game requiring emergency services, teams should ensure that there is always easy access to a public telephone or that a mobile phone is brought to each match.

- l) All teams hiring pitches, their opposition and their supporters should make use of the officially designated car parks whenever and wherever possible rather than parking vehicles on grass verges or the public highway. Users of the facilities must always pay due regard to the proximity of local residents and any inconvenience should be kept to a minimum.
- m) Advice and instructions of North Lanarkshire Council employees must be strictly adhered to at all times during the let.
- n) North Lanarkshire Council or persons authorised by NLC shall have the right to suspend or take action at his/her discretion on any matter which, in the opinion of the officers, does not comply with the terms of these conditions, or which he/she considers necessary in the interests of safety and good order or to deal with any contingency not covered by these Conditions of Let.
- o) Any issues on the day should be brought to the attention of the Venue/Duty Manager at the booking site to hopefully resolve.

#### **9. North Lanarkshire Council and Zero Tolerance.**

- a) Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work is unacceptable and not tolerated.
- b) This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language.
- c) Staff should not be left upset and distressed following an interaction with a customer.
- d) All instances of actual physical abuse or threatening behavior on any member of staff, by a customer or their relatives will be reported to the police as an assault.

**LIVE HERE**