

WEST MIDDLESBROUGH NEIGHBOURHOOD TRUST
ACKLAM GREEN CENTRE SPORTS PITCHES

BOOKING AND CANCELLATION POLICY

Bookings and cancellations

WMNT will attempt to provide you with your first choice of booking. Bookings will be confirmed strictly on a first come first served basis.

Block bookings for a maximum of 52 consecutive weeks can be made however if your group cancels two consecutive bookings, the remainder of your block booking will be cancelled.

WMNT reserves the right to cancel advance bookings, giving a minimum of two weeks' notice (this is in line with our customer service standards).

All bookings (for which a fee is applicable) should be paid in full at the time of booking or in advance of playing.

Pitches may be cancelled **up to 36 hours prior** to the commencement of the booking and **no charge** will be made.

If a booking is cancelled **between 36 hours and 24 hours prior** to the commencement time, a charge of **50% of the original booking fee** will be made (unless we are able to fill the slot in which case the charge will be the difference between 50% of the original booking fee and the subsequent price charged if that charge is less than 50% of the original booking fee. No charge will be made if WMNT are able to rehire the pitch at the appropriate fee).

If a booking is cancelled within 24 hours of the commencement time, a full charge for the pitch will be made regardless of whether the pitch slot is filled or not.

All customers failing to cancel a booking within the defined period, or failing to attend a pre-booked pitch will be charged the full fee for the activity in question.

Customers with outstanding payments **will not** be permitted to book a pitch until the outstanding payment has been cleared.

Cancellations can be made by phone, or in person.

Payment terms

Unless other arrangements are made (requiring written approval from the Centre Co-ordinator), payment is due prior to each session taking place.

Bookings will not be accepted from any club, group, business or individual who has payment arrears.

All cheques should be made payable to West Middlesbrough Neighbourhood Trust.

Please see current leaflet for charges.

Use of the Sports Pitches

All sessions should be supervised by a named representative of the club or group – contact details will be required on booking. Any problems with the booking will be directed to this named person.

The named contact should inform Centre staff of their arrival, and check that the facilities are ready for use.

The booking organisation/individual will be responsible for correction of any damage to the pitches (other than reasonable wear) during their sessions.

All faults or damage should be reported to a member of the Centre staff immediately.

There may be times when facilities are closed due to unforeseen circumstances (weather, health & safety), in these cases alternative facilities/dates will be offered where available.

Damages, loss and responsibilities

Damage caused whilst on the grounds is chargeable to the offender(s).

West Middlesbrough Neighbourhood Trust (Acklam Green Centre) will not accept responsibility for any injuries incurred during play on the grounds in any weather/ground conditions.

West Middlesbrough Neighbourhood Trust (Acklam Green Centre) accepts no liability for damage to, or loss of, any property or articles whatsoever, placed or left in or on the changing room accommodation or ground or any part thereof by an organisation or member of an organisation.

Behaviour Policy

The facility has a zero tolerance approach to unacceptable verbal and physical behaviour directed towards staff and customers.

Behaviour that is regarded as unacceptable includes but is not limited to:

- Excessive shouting
- Swearing
- Harassment
- Bullying
- Discrimination
- Threats

Any unacceptable behaviour will be taken very seriously and may result in the immediate ejection from the centre and the permanent exclusion of offenders.