

# Football Pitches Booking Policy and Terms & Conditions

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## 1. Purpose

Biggleswade Town Council, “the Council”, recognises and accepts responsibility for providing an efficient booking system for football pitches and frequent grounds maintenance to ensure optimal pitch standards. This policy seeks to outline these responsibilities and highlight those that apply to “the Hirer”.

## 2. Sites

- a. The Council has three sites and eight football pitches detailed below. Each is equipped with changing room facilities.
  - Eagle Farm Road (no floodlights without prior permission)
    - 80 x 50 yards with posts
    - 60 x 40 yards without posts
    - 40 x 30 yards without posts
  - Stratton Way Recreation Ground (no floodlights without prior permission)
    - 100 x 60 yards with posts, covering or including:
    - 40 x 30 yards without posts
    - 40 x 30 yards without posts
    - Training Pitch
  - The Lakes (no floodlights without prior permission)
    - 98 x 55 yards with posts
    - 40 x 30 yards without posts

Pitches can be booked out throughout the football season, which runs from the end of August/ beginning of September through to the end of May. The pitches are then left to recover in the closed season to enable maintenance work.

## 3. Bookings

- a. The Council uses an online booking system to organise all bookings. The Council invites ad hoc bookings from members of the public via the active link on the Council website.
- b. Any football clubs wishing to make a booking for the first time, should contact enquiries via [enquiries@biggleswadetowncouncil.gov.uk](mailto:enquiries@biggleswadetowncouncil.gov.uk) to evidence their status as a club. A document from an accredited footballing organisation (e.g. FA) demonstrating the status

of the club will suffice. After evidencing status as a club, the Hirer will be sent this document setting out clear hiring conditions, which needs to be signed by both parties. At this point, the Hirer will be sent scheduling links to allow them to book. For any difficulties with the online booking system, the Council should be contacted to provide support. Clubs cannot book on behalf of other clubs.

- c. Other sporting organisations, community groups and individuals can also enquire to book the pitches using the website link and will be considered on a first-come, first-served basis. Decisions are at the discretion of Council Officers and are subject to pitch conditions.

#### **4. Invoicing**

- a. After a booking is submitted, the email address used for signing up will receive an email from the Council advising of the payment required, with 14 days for invoice payment. The Council's bank details will be provided, and a BACS transfer should be made. Other means of payment can be accommodated in exceptional circumstances.

#### **5. Cancellations and Amendments**

- a. Cancellation requests can be completed by members of Council staff through the online booking system up to 24 hours in advance of the booking. Any refunds required following a cancellation will be administered by the accounts team shortly after the cancellation via BACS. No refunds will be provided if a cancellation is requested within 24 hours of the session start time unless there are exceptional circumstances. Cancellations not notified to the Council within 24 hours will be charged. In cases where the Referee on the day of the booking cancels a fixture, the Council will provide a free session at a suitable time.
- b. Amendments should be requested through the enquiries email address: [enquiries@biggleswadetowncouncil.gov.uk](mailto:enquiries@biggleswadetowncouncil.gov.uk)

#### **6. Terms and Conditions of Use**

- a. The Council highly values its staff and employees' interactions with the public. In keeping with this ethos, the Council expects that all bookings made will be carried out in full observance of mutual respect to all.
- b. Clubs making a booking are required to fill out and sign this document which covers their booking and associated facilities.
- c. All bookings must be made in good faith and the Council expects clubs and the public to fulfil their booked sessions in full. In the event that clubs do not play during their allotted bookings, the Council reserves the right to charge.
- d. The Hirer will pay a charge to use the changing room facilities which includes the use of water. The Hirer will need to pay an additional charge for the use of electricity. Both charges will be applied based on the booking timings. All changing rooms must be returned to the Council in a fit, clean and proper condition, as they were prior to the booking, and out of respect for other users. Failure to adhere to this requirement may result in additional cleaning charges being levied.
- e. In order to maintain a high standard of cleanliness, each user is responsible for ensuring that the facilities are kept in a fit, clean and proper condition. The Council will routinely

inspect the facilities to ensure adherence. The Hirer will report to the Council any maintenance problems that may need rectifying.

- f. The Council reserves the right to monitor and enforce a penalty charge or potential exclusion notice to any Hirer which do not adhere to this stipulation.
- g. Storage of football or any other associated sports or general equipment is not permitted at any time within the Council's facilities.

## **7. Agreement between the Council and the Hirer:**

This agreement sets out the conditions and arrangements for "the Hirer" or "the Club" making a booking of football pitches and facilities at Eagle Farm Road, Stratton Way and The Lakes, Biggleswade [the "Facilities"], managed by Biggleswade Town Council [the "Council"].

This agreement has been made as a special arrangement between the Council and the Club / Hirer and is not extended to individuals or teams beyond the scope of this agreement.

The following terms are agreed:

- a. It is agreed that the Council and the Club will communicate via the football leads of both parties.
- b. This agreement does not exclude the Council from accepting bookings by other individuals or organisations.
- c. The Club will endeavour to provide the Council with details of match and training fixtures a minimum of two months in advance to enable bookings to be secured.
- d. The Council require at least two weeks' notice of additional pitch hire requirements to enable the Council to ascertain technical requirements. For the avoidance of doubt, notification of pitch hire requirements does not constitute a booking until it has been confirmed by the automatically generated booking confirmation notice. The Council is unable to guarantee the availability of Facilities at short notice.
- e. The Council will make every reasonable effort to ensure that the Facilities are maintained in an adequate and safe condition, including regular inspections, grounds maintenance and line marking. However, the Council is not able to accept liability for incidents and disruptions beyond its control, including but not limited to adverse weather conditions, flooding or vandalism.
- f. The Club will return all keys provided at the end of any such agreement and upon request. Keys held by the Hirer must not be copied or shared. No locks are to be changed or altered in any way.
- g. This document includes details of the named points of contact for the Council and the Hirer, agreed Allocated Key Holders, Alternate Key Holders and individual team representatives.
- h. The Hirer will understand and agree that the booking will result in the Hirer being responsible for the safe operation of the facilities. In the unlikely event of a fire, the Hirer will notify the Emergency services by dialling 999, and the Council, providing details of the incident. Users will go to the evacuation and muster point on site and await the arrival of the emergency services. A separate fire safety document is provided at each location

for reference.

- i. All representatives and members of the Club or the Hirer will ensure that the Facilities are treated in a considerate manner. The Club / Hirer will also ensure that visiting teams playing against them treat the Facilities in a considerate and respectful manner.
- j. The Hirer will ensure wherever possible that cars are parked in the area designated to the Facilities and have consideration for local residents.
- k. The fees per pitch booking are published on the Council's website. The fees for pitch hire will be reviewed in April each year.
- l. Invoices will be issued to the Club's Named Point of Contact.
- m. A £50 refundable deposit upon signing this document will be added to the invoice for the Club. The deposit will be returned at the end of the season subject to proper use of the facilities. If this deposit is not paid to the Council, facilities cannot be used.
- n. Cancellations not notified to the Council within one working day will be charged. In cases where the Referee on the day of the booking cancels a fixture, the Council will provide a free session at a suitable time.
- o. No floodlights are allowed to be used unless prior permission has been sought and evidence of application to planning authority to operate floodlights has been produced from the Clubs to the Council.
- p. This agreement is subject to review and either party may terminate the arrangement with a period of notice of one week in writing to the Council.

**UK Data Protection Act.** By signing this agreement, it is understood that the Council may store and process personal information in order to satisfy the requirements of the booking as well as any correspondence with the Town Clerk. The Council retains the right to request modification on the information that is kept on record for the purpose of the booking in full compliance with the act.

## **NAMED POINTS OF CONTACT**

The named point of contact at Biggleswade Town Council will be:

Business Support Officer – Biggleswade Town Council  
The Old Courthouse, Saffron Road, Biggleswade SG18 8DL  
01767 313134  
enquiries@biggleswadetowncouncil.gov.uk

The named point of contact(s) at the Club making the booking will be:

Name:

Contact number:

## **ALLOCATED KEY HOLDERS / TEAM REPRESENTATIVE:**

Primary Key Holder:

Alternative Key Holder(s):

## **PAYMENT**

An invoice will be sent to the email address used for the booking.

Please direct any enquiries to [enquiries@biggleswadetowncouncil.gov.uk](mailto:enquiries@biggleswadetowncouncil.gov.uk).

You are not eligible to use Biggleswade Town Council facilities until a signed copy of this agreement is received.

I have read and understood this document.

Name:

Signed (for and on behalf of [XXX]):

Date:

Name:

Signed (for and on behalf of Biggleswade Town Council):

Date:

This agreement is valid for one season.

***TO ALLOW MAINTENANCE AND RECOVERY OF FOOTBALL PITCHES AFTER THE PLAYING SEASON, THERE WILL BE NO PITCH HIRE FOR TRAINING OR MATCHES FROM THE START OF JUNE TO THE END OF AUGUST EACH YEAR.***

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Please see Appendix A for the current fees.