

Pitch Hire Terms & Conditions

By making a booking you agree to abide to the following terms and conditions.

- **Pitch Hire prices**
 - Peak – £68 per hour
 - Off Peak – £48 per hour
- **Single Booking**
 - Full payment required on booking. This can be made online or via email/ phone call.
- **Weekly Booking Slot – A longer term booking**
 - Full payment is required on booking to confirm your first week's slot.
 - To then continue a weekly booking for the following week(s), you are required to make full payment on arrival before each pitch booking. This secures your slot for the following week.
 - Failure to comply and make payment will result in the weekly booking slot cancelled.
 - Re booking can be made with full payment if the slot is still available.
 - Full payment to be made by the booking leader only, on arrival via one transaction. (Card or contactless payment)
 - Payment is always required before you play.
- External/ Organised group hirers for one off bookings - If using as an event rather than a social booking, an agreement with The Zone is required.
- Grassroots bookings - This type of booking and payment structure will be in accordance of an agreement with The Zone. This method will need to be followed to complete and continue a booking.
- **Cancellation Policy**
 - No refunds available. Transfer of payment to a new booking day/ time if in the cancellation time period.
 - If a cancellation is made with at least 72 hours' notice your payment can be transferred to a new booking or onto a following week.
 - Cancellations made with less than 72 hours' notice will result in loss of booking and will be required to be re booked if still available.
 - Confirmation of a cancellation will only be accepted via email (reception@the-zone.co) or WhatsApp (01484 442277). Acknowledgment must be required from The Zone.
 - The Zone reserves the right to cancel any booking at its discretion, offering alternative dates/times. Should it not prove possible to re-arrange the booking to a mutually suitable time, a full refund will be offered.

- All users/ attendees safety and behaviours are the responsibility of the booking leader.
- Pitch Booking users will have access into The Zone 15 minutes before the start of the booking.
- Access into The Zone will be through a filtered walkway at the main entrance giving ease of access to all users of The Zone.
- Please arrive to start your booking on time. Starting your booking late through your groups fault is not the responsibility of The Zone. You will not be permitted to overrun at the end of your booking.
- Users will have a designated area in between the pitches to wait in before the start of the booking.
- Changing Rooms and shower access is available for all pitch booking users.
- No children allowed entry while an adult booking is underway. i.e. an adult social booking or session. (Children are the responsibility of adults at all time)
- It is a condition of booking that all grassroot clubs/organised group hirers have a named, trained first aider present at every session. The Zone reserves the right to request a copy of a first aid certificate at the time of booking.
 - First aid facilities are on site, but hirers are encouraged to bring their own first aid kits.
 - In the case of an emergency, the hirer agrees to report all details of the incident to the Manager as soon as is reasonably practicable.
 - If a community or charity group making a reservation require a qualified First Aider on site during the duration of the pitch hire they should make their own arrangements for this.
- Should equipment need to be set up and taken down the hirer should either:
 - Book an appropriate amount of time before/after their hire. (If available)
 - Allow for a period of setting up time at the start and end of their booked session.
- The Zone will not in any circumstances be responsible for injury to persons or any damage to or loss of goods or property brought onto the premises or in the outer building by the hirer or persons attending any function or event therein.
- It is the responsibility for the hirer to complete a Risk Assessment for any activities or events. The Zone reserves the right to request a copy at time of booking.
- HGCT has its own Health & Safety, Child Protection & Vulnerable Adults, Equal Opportunities and Emergency Action Plan Policies, based on current best practise. All clients are expected to comply with these at all times whilst on site.
- By completing a booking your personal details will be stored securely on our database. Email details will automatically be added to marketing communications from The Zone and HGCT.
- You will receive a transactional email on completion of your bookings.
- No payment details are saved.
- The Zone or Manager on duty reserves the right to cancel any booking if we believe you have not followed the procedures or failed to comply by the terms and conditions.

Additional Information

- Trainers and moulded boots are the only footwear allowed.
- No metal studs permitted.
- Children must be supervised at all times.
- The net surrounding the pitch is for ball retention only and not for participants to lean on.
- It is strongly recommended that people who wear spectacles should use appropriate glasses for sport.

- No food or drink is to be taken on the pitches.
- Participants who suffer from any medical conditions should consult their GP prior to playing.
- No persistent foul or abusive language. Failure to comply will result in your booking cancelled at any point during your booking.