



Elsea Park Artificial Grass Pitch (AGP)

Terms and Conditions of Hire

These terms and conditions are available to the Hirer at the time of making the booking. By proceeding with your booking, the Hirer is deemed to have accepted these terms and conditions.

1) Bookings

- a) Those wishing to book the facilities must do so through the official booking process. No activity can commence until official confirmation of the booking is received by the applicant from Elsea Park AGP.
- b) Bookings may not be transferred by the Hirer to any other person/group without prior approval from a representative of Elsea Park Community Trust.
- c) The contact person named in the online form will be the person with whom all official communication from the Elsea Park AGP will take place. If a change to the organiser/contact person is necessitated, Elsea Park AGP must be informed immediately via email (enquires@agp.elseapark.co.uk), phone (01778 423062) or through the Elsea Park AGP Facebook page.
- d) The person named on the booking is responsible for the group, including full payment for the session before playing, the behaviour of those attending and adherence to these terms and conditions of hire.
- e) Bookings are to be made a minimum of 72 hours in advance and payment made 48 hours prior.
- f) All bookings include the time required to prepare, erect, dismantle and remove equipment.
- g) Sessions for children under 18 years of age must be booked and supervised by an adult at all times.

2) Cancellation Policy

- a) A minimum of 48 hours' notice of cancellation must be provided to Elsea Park AGP. This should be done via email (enquires@agp.elseapark.co.uk) or phone (01778 423062) during office hours, or via Facebook. Failure to provide notice will result in the group being charged for the hire of the facility.
- b) All bookings that are due a refund will be refunded in full.

3) Weather

- a) Should the pitch surface be deemed unplayable, Elsea Park AGP reserves the right to deny access and cancel bookings. In the unlikely event that this occurs, every effort will be made to provide maximum notification.
- b) The prevailing weathering conditions may prevent the use of the dividing net.

4) State of Premises

- a) Parking is only permitted in the designated parking areas.
- b) No items should be taken on to the pitch except those needed to facilitate the session, e.g. cones, mannequins, hurdles. Food, drinks, tracksuit tops, non-permitted footwear etc. should be left within the spectator area in the interests of user safety.
- c) All litter must be disposed of in litter bins provided.
- d) The only permitted footwear is plastic/moulded studs. Metal studs, full blades, dimpled or flat-soled footwear are not permitted. Please see our website (www.elseapark.co.uk/artificial-grass-pitch-agp) or enquire for further details if unsure (enquiries@agp.elseapark.co.uk). Footwear should be clean and in good condition.
- e) Spectators are not permitted to enter the playing area.
- f) Gates are to be kept closed at all times.
- g) Animals are not permitted to enter the facility or its grounds (except for service dogs). No dogs are permitted within the pitch enclosure.
- h) Users are responsible for setting up and returning the goals. These are to be returned to the hard standing facing inwards at the end of the session.
- i) Floodlights are only to be operated by Elsea Park AGP staff. The lights are on a timer switch and will automatically turn off at 10pm each evening. An amenity light will come on for a further 10 minutes to provide a safe exit route.
- j) Hirers are to vacate the facility no later than 15 minutes after the end of their booking.
- k) The Hirer must request use of the changing rooms on booking. Changing rooms and showers must be inspected and hirers should report unclean changing rooms or any damage to fixtures and fittings to staff before use. Showers/sinks must not be used to wash or clean dirty footwear. Any damages and/or additional cleaning will be chargeable at cost and hirers may be denied further bookings. Persistent or gross misuse of changing rooms or other facilities may result in sanctions being imposed.
- l) No glass containers or bottles are allowed in or around the AGP pitches/sports hall.
- m) Smoking is not permitted in any area in or around the AGP or pavilion. Smoking is only permitted in the designated smoking area.

- n) Chewing gum is not permitted on the play surface or the spectator area.
- o) All jewellery should be removed before playing in the interests of player safety.
- p) Alcohol or drugs are not permitted in or around the pitch. Any person who, in the opinion of the Management, is under the influence of alcohol or drugs will be requested to vacate the facility.
- q) Money/valuables should be left in a safe area and not in an open area on view at any time.
- r) Management accepts no responsibility for items lost/stolen on the premises or grounds, or for any loss, damage, or injury occurring in or in the vicinity of the pitch, or for any injuries to persons participating in any activity in or on its facilities.
- s) Any damage done to facilities, property, or equipment, fair wear and tear excepted, must be made good by the individual, group, club or organisation responsible for the damage.
- t) Climbing on the nets, swinging from crossbars and any other behaviour likely to cause damage to the facility, or lead to injury, is forbidden and will result in immediate expulsion from the facility.

5) Code of Conduct

- a) Persons using the facility must be attired according to their intended activity.
- b) No activity, which could be misconstrued or give offence to other patrons, or surrounding neighbours, will be permitted.
- c) Special consideration must be given to neighbours living near the facility. No excessive noise, disrespectful conduct or general nuisance will be tolerated, and offenders will be requested to vacate the facility.
- d) Supervising personnel must be obeyed at all times during the hire. They are responsible for ensuring compliance with the Terms and Conditions of Hire and have the authority to remove users from the facility. Non-acceptance of supervisory personnel's decisions or any aggression or violence towards supervisory personnel will not be tolerated and may result in the removal of those involved from the premises and the cancellation of all future bookings.
- e) Only players and trainers/coaches are permitted on the playing surface. In the interest of safety, children and anyone with additional needs, are not permitted within the spectator's area without appropriate supervision.
- f) Elsea Park AGP will provide goal posts, corner flags, nets and pitch markings for 1 x 11v11, 2 x 9v9, 2 x 7v7 and 4 x 5v5 pitches. The Hirer is responsible for inspecting posts/nets before use. Any equipment supplied by Elsea Park AGP must be returned at the end of your booking.
- g) Use of the pitch dividing net is permitted on request and must only be setup by a member of staff. No attempt should be made by the hirer.

- h) The Hirer is responsible for inspecting the designated pitch and goal posts prior to use. The Hirer will be deemed to have accepted that these are in a suitable condition unless the Hirer has specifically brought any defects to the notice of a member of staff before the commencement of use.
- i) The Management decisions on admission, allocation, use, operation, or closure of the facilities are final.
- j) Any complaint connected with the hiring or use of the facility must be made in writing using the Complaints Form available at www.elseapark.co.uk/Contact-Us within five working days.
- k) Any representative of Elsea Park AGP reserves the right to suspend or withdraw use of the facility by an individual or group with immediate effect on the following grounds:
 - i. causing intentional damage to the facility, its equipment or any personal belongings of other users
 - ii. violent, threatening, intimidating, insulting or abusive behaviour to a member of staff or other users
 - iii. theft of any property belonging to Elsea Park AGP or other users
 - iv. disruptive behaviour which is interfering with the activities of others
 - v. behaviour which puts at risk the health, safety or well-being of others and non-compliance with or a breach of licensing laws
 - vi. behaviour deemed to be offensive and/or results in complaints from users
 - vii. racism, homophobia or discrimination of any kind
 - viii. use of drugs
 - ix. refusal to follow reasonable directions from any member of staff
 - x. any other behaviour which is considered inappropriate to the smooth and efficient operation of the facility, or against the interests of all users.

6) The Management reserve the right to:

- a) Introduce, amend or delete such rules as may be required from time to time due to the needs of the service or due to changing circumstances.
- b) Levy charges and fees as it considers appropriate for the use of facilities or services, and to alter such charges or fees at their sole discretion.
- c) Refuse admission or the continued use of the facilities to any person or group who in their opinion are in breach of any management rule, or whose behaviour is such that it interferes with the safe, efficient operation of the facility.
- d) Close the facility for maintenance, repair, holidays or for any other purpose deemed appropriate. Where such closure occurs, no claim shall lie against Elsea Park Community Trust, members of staff or volunteers in respect of loss or inconvenience suffered.

Elsa Park Community Trust and its management point out that all persons using the facilities do so at their own risk. Users are strongly advised to seek medical advice before undertaking exercise. Users with any known medical condition should consult with their doctor before participating in any form of exercise.

In the event of an emergency

Please call 999 and direct the required service to the following address Fontwell Park Drive, Bourne, Lincolnshire, PE10 0YE or use the What3Words location - [///cornering.grazed.radio](#)

