



Ipswich School Sports Centre Terms and Conditions

Your agreement is with Ipswich School Sports Centre (ISSC). These terms and conditions aim to make sure that the use of ISSC facilities is both a safe and enjoyable experience. **By making use of our facilities you hereby agree to these terms and conditions.**

OPENING TIMES

The current opening times for the ISSC are Monday to Friday from 0700 to 2230 and weekends 0900 to 1700. Access to the facilities at all other times is strictly prohibited. ISSC closes on all bank holidays and operates reduced hours from Christmas Eve until the first working weekday in January. (Bank holiday use may be possible by prior arrangement and will be subject to special rates)

SPORTS HALLS, GYMNASIUM AND ASTRO USAGE

All activities within the sports halls/astro turf etc must be booked in advance, through the reception desk. There should be no casual activities played in these facilities without booking first through the appropriate channels. Equipment provided in these areas such as netball hoops and goals are for their intended sports use only. Fire doors and emergency exits are intended for emergency use only, should be kept clear and should not be used at any other time.

USAGE

Usage of the facilities are for the intended sporting purpose only and these should not be varied or used for any unlawful purpose.

TEMPORARY CLOSURE

ISSC may, without notice, restrict or close certain facilities. The closure may be the result of essential maintenance or health and safety issues and will be kept to an absolute minimum to avoid inconvenience. Members/users will be informed of any closure of facilities where possible and information will also be posted on our website.

PROVISIONAL BOOKINGS

Ipswich School Sports Centre (ISSC) does not accept provisional bookings.

BOOKING/AGREEMENT FORM

Bookings are not confirmed until the booking and agreement forms/email have been completed and returned to ISSC and any payment made outlined in such agreement. The agreement form will include, the name of the hirer (who will become the 'responsible person' for the booking), the hirers contact/email address and telephone number, the facilities being booked, the date and time of the booking and the agreed fee.

The booking and agreement form must be signed by the 'responsible person' for the organisation that is hiring the facilities and have all the details requested by ISSC correctly completed to be considered a valid booking. A completed booking and agreement form is acceptance of the terms and conditions of booking and the general rules of ISSC. The booking and agreement form will also outline any additional terms and conditions that are specific to that booking.

BOOKING TIMES The booking times for sessions are shown on the booking and agreement form, this time includes the set up and breakdown of equipment and the hirer must ensure the facility is clear and ready to be used by the next customer by the end of their session.

CHANGE OF PERSONAL DETAILS

It is your responsibility to advise us of any changes to your personal details.

PAYMENTS AND CHARGES

Payments may be made by cash or cheque to ISE limited. The charges for the use of ISSC Sports hall will be as advertised or agreed at the time of booking. Charges for pay as you go facilities are subject to review and may be altered without prior warning.

INVOICING

Invoices will be sent on a monthly basis, on or around the end of the month, and payment is required immediately. A credit limit equal to 2 months of bookings is applied to all clubs and accounts that fall into arrears and fail to meet the payment terms outlined may have their bookings suspended with or without notice until payments are brought up to date, during this time further sessions will only be considered if payments are made in advance in conjunction with payments reducing the outstanding balance. Accounts that fall into arrears on a regular basis will be considered to be in breach of their agreement and may have their sessions cancelled permanently with or without notice.

DEPOSITS

For daily or half daily bookings of the Astro pitches, netball courts, tennis courts, sports hall, lounge or conference room a 30% deposit will be required to secure the booking, including any costs for food and drink required. If the booking is cancelled the following refund policy will apply:

Greater than a month's notice	-	Full refund
Greater than 2 week's notice	-	40% refund
Less than 2 weeks notice	-	20% refund
Less than 1 weeks notice	-	Nil refund

ALTERATIONS

Requests for alterations to bookings should be made as soon as possible. Requests cannot always be guaranteed and are at the discretion of the ISSC Manager who may reject alterations if they are considered as unreasonable or at short notice. Should the alteration include reduced time or reduced venue usage the cancellation policy as outlined below will apply. Should the alteration involve the change of a 'responsible person' or company/organisation to invoice, the original booking will be considered null and void and a new booking should be made. The cancellation policy as outlined below in these cases will still apply.

CANCELLATION BY HIRER

Cancellations should be made within the timescale shown on the booking and agreement form, by way of written notice to the Sports Centre Manager. Cancellations made after this date are chargeable as stated on the booking and agreement form. Cancellation charges are not negotiable and if remain unpaid will be deemed as arrears and further sessions will be cancelled unless payment is made in advance.

CANCELLATION BY Ipswich School Sports Centre

In the unlikely event that ISSC cancels an activity, for instance in case of power or structural failure, rearranging of Ipswich School fixtures, unsafe playing conditions or for any other reason ISSC feels it would be inappropriate to allow the event to run no charge will be made. ISSC cannot be held responsible or liable for any loss or compensation in these cases.

NOTICE OF CANCELLATION OF CONTRACT

ISSC may at any time, with or without reason, cancel the contract and agreement between both parties by giving 4 weeks written notice. ISSC cannot be held responsible for any loss or damage this may cause whatsoever.

BLOCK BOOKINGS

These bookings are subject to availability and are at the discretion of the Sports Centre Manager. Once a block booking is made and agreed all sessions will become chargeable. Bookings are not automatically renewed and should be renewed by the hirer in the final few weeks of any previous block booking expiring. Bookings that are not renewed by the week before the final session will be closed and the space opened to other users. Payment must be made at the start of each session and any block that runs into arrears will be cancelled with immediate effect. The hirer of each block booking is responsible for ensuring these terms and conditions are adhered to by all users in that group.

RESPONSIBILITY

At all times the 'responsible person' as named on the booking and agreement form must ensure the club/users operate within ISSC terms and conditions, whether on site or not. In event of the original 'responsible person' being absent from the event, the hirer should notify ISSC in writing, in advance, providing the name and details of another nominated 'responsible person' who will be on site at the time of the booking. The responsible person must be aged 18 years or over.

CLUB AND COACH/INSTRUCUTOR INFORMATION

You must supply a copy of the following when requested: Details of coaches including qualifications and DBS checks, affiliation details the club has with the appropriate governing body.

RISK ASSESSMENTS

Risk assessments should be carried out prior to any event being run by the 'responsible person'. Copies may be requested by ISSC at any time.

CHILDRENS COURSES/BLOCK BOOKINGS

All children's courses need to be paid in full prior to the course start date, and places will only be confirmed when full payment has been received.

All participants paid and booked onto a current course get priority to re-book for the following course. You will be made aware that renewal is approaching and information will be displayed informing you that you need to pay to rebook your place. If payment is not made by the date advertised we will assume that you no longer wish to participate in this programme and your place will be cancelled without further notice or warning. Where ever possible on renewal you will be given the same day and time slot.

Should you wish to cancel your place once the course has started you are welcome to do so. However, pro-rata refunds for the remaining time on the course will only be given in exceptional circumstances and with supporting evidence such as serious injury, at the discretion of the Sports Centre Manager. Requests for refunds in these cases must be received in writing and will only be considered whilst the programme is running. In the unlikely event that the sessions are cancelled by ISSC as much notice as possible will be given.

Once a place is booked on a course it cannot be transferred to another person for any reason.

ISSC reserves the right to remove anyone from the activity who is causing disruption to teaching and/or others, or who is affecting the safety of others/lessons. Refunds will not be given in this case. Parents/Guardians understand that there is an element of risk to any sporting activity and give permission for their child to participate. All participants must adhere to dress codes as advised by instructors/coaches. Parents/guardians must make ISSC aware of changes to personal information, any medical conditions their child has, and also give consent for First Aid and/or appropriate medical assistance to be administered to their child if deemed necessary.

ISSC reserve the right to change or cancel any activities or courses, and all times are subject to change. If the course is cancelled then a full refund will be given.

Physical contact: As advised by the NSPCC we inform parents/guardians that there are some aspects of teaching methods that require a 'hands on' technique. This type of physical contact will only be used in the following situations;

- Where it is essential to support the child for health and safety reasons when in the early stages of learning a skill.
- To develop a new skill or technique (e.g placing the child in the correct position).
- To prevent injury, such as moving the child away from the side of a trampoline (spotting) or piece of gymnastic equipment, or manually catching the child if they are considered to be in danger of injury by the instructor/coach.

CHILDREN

Children under the age of fourteen must be accompanied or supervised by a person aged sixteen years or over, at all times. Ultimately, it is the parents/guardians responsibility for the safe keeping of their child/children whilst on ISSC premises. The only exception is when children are participating in pre-organised structured leisure activities e.g. holiday clubs, coaching sessions.

SESSIONS WITH CHILDREN

Children should be supervised at all times by a 'responsible person' aged 16 years or over whilst on ISSC premises and remain the responsibility of the club until the child has been collected by a parent or guardian. Any hirer that operates children's activities should ensure all officials and instructors have been DBS checked, copies of which may be requested by ISSC.

DRESS

Members/users are requested to wear clothing appropriate to the activity in which they are participating. For reasons of safety and to avoid damage to surfaces, it is important that the correct footwear is worn for all sports. Shoes with non-marking soles must be worn when participating in sporting activities within the facilities and studded/bladed boots should be removed when entering the centre and should not be used on Astro turf facilities. In the event ISSC feels a member is not suitably dressed, entrance will be refused, no refund will be given and any charges for pay as you go facilities will remain payable.

LITTER

Sufficient litterbins are provided within and around the sports facilities and all persons are expected to deposit any litter in those bins. Any persons found depositing litter anywhere other than in the bins will be asked to leave ISSC if they refuse to rectify the situation.

POSTERS AND ADVERTISING

No flags, emblems, decorations, or advertisements shall be displayed within or around the sports facilities without the prior consent of the Sports Centre Manager.

LOST PROPERTY AND STORAGE

Personal belongings are brought into ISSC's premises at owners own risk. ISSC does not accept liability for any loss or damage to such items. ISSC are not responsible for any type of lost property however, any items found or handed into reception will be kept for a period of 3 weeks before being disposed of. ISSC reserves the right to dispose of certain items before this time such as underwear, wet clothing and perishable items. Cycles and items of a similar nature should be left secured outside and cannot be brought inside.

ANIMALS

With the exception of Guide Dogs and Hearing Dogs, no other pets or animals may be brought into the facilities.

PHOTOGRAPHIC EQUIPMENT (including mobile telephones)

The use of photographic, sound recording, video recording or other audio-visual equipment is forbidden without the prior consent of the Sports Centre Manager.

ELECTRICAL EQUIPMENT

No lighting, heating, power or other electrical fittings or appliances within the sports facilities are to be moved or altered in any way and no additional lighting, heating, power or other electrical fittings or appliances are to be installed or used without the prior written consent of the Sports Centre Manager.

FOOD AND DRINK

Eating is prohibited on the ISSC sporting facilities. Food can be consumed in spectators areas, lounge, sports bar and conference room but all litter should be disposed of into the nearest bin. Drinks for use during sports activities should be stored in a bottle to prevent spillages. Alcoholic drinks must not be brought on to the premises without permission of sports centre manager.

DAMAGE OR LOSS OF ISSC PROPERTY

Good care should be taken to ensure there is no damage to, or loss of any, ISSC equipment or property. ISSC may request loss or damage to be compensated for, and access to ISSC will not be allowed until such time that the charge owing is paid.

INJURY, ACCIDENT OR DEATH

ISSC will not be liable for the death of or injury to, any person attending the sports facilities including users and spectators, or for any losses or claims. Any accident on the premises must be reported immediately to a member of staff at reception on shift at the time of the accident where an Accident Report Form will be completed. Details for the Accident Report Form must be given to the staff as requested.

FIRST AID

ISSC has a number of nominated first aiders who will assist with emergencies where possible. There may be occasions where a first aider is not available; therefore, it is essential that all private hirer's, clubs or school's appoint a suitable first aider for its events. ISSC cannot be held responsible for not being able to immediately provide a first aider when required for a private hire, school or club booking. It is the clubs responsibility to report an accident to ISSC where our equipment or facilities are involved such as trapped fingers in door, goal collapse etc. If you are in doubt if a matter should be reported please speak to a member of ISSC staff.

COMPLAINTS

In the event of any complaint please contact reception in the first instance; they will do their very best to resolve the issue in question. In the unlikely event of an unsatisfactory response please write to the Sports Centre Manager who will endeavour to respond within 72 hours.

FIRE AND EVACUATION

Signs and advice on fire and evacuation are displayed throughout ISSC and users should make themselves aware of these guidelines and emergency procedures before undertaking an activity. Any users who open a fire door for any other reason other than an emergency will be charged £25 (this charge will be added to the invoice for private hire users)

MOTOR VEHICLES

Motor Vehicles may only be parked in the designated parking area. ISSC cannot be held responsible for theft or damage to vehicles whilst parked on the premises or for the theft of any items kept in the vehicle. Members are advised to keep any valuables out of sight.

DATA PROTECTION

ISSC operates within the guidelines of the Data Protection Act of 1998. Should you not wish to receive any mailing or offers from us please advise reception.

GENERAL CONDUCT

ISSC expects all members/users to treat other members/users and staff with courtesy and consideration at all times. Members/users who are deemed to be acting inappropriately including the use of undue noise, rude or offensive behaviour, abusive language and physical abuse, may be asked to leave the building and will not be refunded. Such behaviour may also result in a person being banned from future use of the site. In cases where a session is cut short or cancelled due to any of the above no refunds will be issued and ISSC decision on the removal of a user or cancellation of sessions is final.

VARIATIONS

ISSC reserves the right to alter, amend or revoke these conditions at any time

SPECTATORS

Spectators are welcome in the designated areas and remain the responsibility of the hirer.

NO TENANCY

All parties agree that nothing contained herein is created to form any tenancy and does not create the relationship of landlord and tenant or a business tenancy under the landlord and tenant act 1954.

THIRD PARTY INSURANCE

The hirer is to have in force throughout the period of hire an insurance policy with a reputable company covering the hirer against third party risks for a sum not less than £5million. Evidence of this policy should be produced as and when requested by ISSC.

CHILDREN AND VULNERABLE ADULTS All private hire groups should have in place a policy for the protection and safeguarding of Children and Vulnerable adults – a copy of which can be requested at by anytime by ISSC. ISSC reserves the right to cancel or restrict entry in the event that this is not presented when requested.

RIGHT OF ADMISSION RESERVED

Ipswich School Sports Centre reserves the right to refuse entry or the continuation of a session, especially in cases where ISSC deem there could be a conflict of interest.

LEGAL RIGHTS Nothing in these terms affect your statutory legal rights.

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In partnership with



IPSWICH SCHOOL

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