



## Conditions of let and booking procedures for the hire of football pitches and changing facilities

### Conditions of Let

1. Reasonable care must be taken of Clackmannanshire Council property, including equipment, furnishings, fittings, and fixtures, and any damage **MUST** be made good by the hirer. Where this is not done within a reasonable time, the Council reserves the right to carry out remedial work at the expense of the hirer.
2. Clackmannanshire Council reserve the right to cancel any let in the event of the accommodation being required by them in any emergency, or if the playing fields and parks are unplayable due to any inclement weather or poor ground conditions.
3. Credits will be given when Clackmannanshire Council or home team declare the pitch to be unplayable. Where the home team cancels a match a signed statement giving the reason for the cancellation should be returned to the Council's Booking Office within 72 hours of the scheduled kick off of the game, in order for a credit to be awarded.
4. Credits will only be awarded where a park is deemed to be unplayable, or the match referee is unable to undertake the fixture due to illness or incapacity. Where a hirer does not redeem a credit during the football season, a refund of the booking fee will be available.
5. Teams arriving at a park more than 30 minutes later than their stipulated kick-off time will not be guaranteed the use of the park, irrespective of the circumstances.
6. Boots and other equipment must not be cleaned in sinks or showers within the changing facilities. Any team found to be doing so will be liable for any remedial plumbing costs incurred, and may forfeit the right to make future bookings.

### Booking procedures

All bookings can be made by phoning the Council's Leisure Helpline, 213131. The helpline is currently available from 9.00 a.m. to 5.00 p.m., Monday to Friday.

For weekend fixtures involving a priority team, bookings will taken, by telephone only, between 9.00 a.m. and 10.30 a.m. on the preceding Monday. Where a Monday coincides with a public holiday, and the helpline is unavailable, bookings will be taken between 9.00 a.m. and 10.30 a.m. from the following day, Tuesday.

Week-end bookings for non-priority teams can be made on the preceding Monday at any time after 10.30.

Midweek bookings (i.e.) Monday to Friday for both priority and non-priority teams can be made via the helpline up to 7 days before the fixture.

### **Payment and confirmation**

All pitch bookings must be paid for in advance.

From 13th October 2008 ,hirers will now have the choice of;

- **Paying by debit/credit card over the phone at the time of booking**
- **Paying in person at the Booking Office, Lime Tree House, North Castle Street, Alloa**

Hirers who pay by card at the time of booking will have their booking confirmed by e-mail, SMS text message or standard mail. There is no longer a requirement to visit the booking office in person to sign a booking confirmation.

Hirers paying in person at the booking office will continue to receive a booking confirmation on receipt of payment.

### **Unplayable pitches**

Clackmannanshire Council's Land Services will declare before 1.00 p.m. each Friday whether pitches are playable on Saturday or Sunday.

Where the hirer has provided an e-mail address or mobile phone details the pitch information will be forwarded to that e-mail address, or by SMS text message on the Friday afternoon.

If a team subsequently plays on a pitch that is declared unplayable by the Council they will forfeit the right to book pitches for the remainder of the season.

At locations comprising multiple pitches a team will be allocated a pitch number. On no account should a pitch that was not allocated at the time of booking be used. Teams found to have used an unallocated pitch may forfeit the right to book pitches for the remainder of the season.

Teams who have their right to make bookings withdrawn will have 14 days in which to lodge an appeal against the decision.

Appeals should be made in writing to;

**The Leisure Manager  
c/o The Booking Office  
Lime Tree House  
North Castle Street  
ALLOA  
FK10 1EX**

### **Comments and complaints**

We are happy to accept any comments and complaints concerning pitch bookings;

- **By phone on 213131**
- **By e-mail – [leisurebookings@clacks.gov.uk](mailto:leisurebookings@clacks.gov.uk)**
- **In writing to;**

**The Contact Centre Manager  
Clackmannanshire Council  
Lime Tree House  
North Castle Street  
ALLOA  
FK10 1EX**

We will respond to your complaint within 5 working days of receipt.