

Terms and Conditions of Booking Facilities

Applies to: Ards Blair Mayne Wellbeing and Leisure Complex, Comber Leisure Centre, Portaferry Sports Centre and Londonderry Park

Our facilities can be booked for a range of activities and events. This section provides guidance on availability, booking procedures, and usage rules to ensure fair and efficient access for all customers.

Terms and Conditions

'The Council' means Ards and North Down Borough Council

'The Hirer' is the person who signs the booking form and will be held responsible for the booking.

The Council reserves the right to:

- refuse any application for hire and to refuse the entry of any person or persons to its facilities.
- withdraw the use of facilities from the Hirer should it deem it necessary to do so.
- shut facilities for essential repair and maintenance when necessary. In such circumstances only payments already made will be refunded.

The Hirer undertakes:

- to manage and conduct the booked event or series of events so as not to injure the reputation of the Council.
- to provide adequate stewards for the supervision and control of all visitors and participants and ensure the safety and proper behaviour of all persons.
- to take sole responsibility for the organisation and running of any event within the terms and conditions of hire.
- to comply with all instructions given by representatives of the Council.
- to leave the hired facility clean, tidy and in good repair and to compensate the Council on demand for any damage caused.
- not to sub-let the hired facility/facilities.
- to indemnify the Council against all claims arising out of the hire of the facilities.
- to provide proof of insurance if requested by the Council.
- not to allow any activity or behaviour that may invalidate the Council's insurance policy.
- not to use the hired facility for any activity not specified on the booking form.
- not to display any advertising without prior consent of the Council.

- not to permit games of chance, sweepstakes, lotteries or any betting without prior consent of the Council.
- to conform with all Child Protection Legislation including taking photographs as set out in our Safeguarding section.
- to conform to all Council Byelaws.

- Facilities can only be used at the time booked, which will include set up and set down
- The Hirer has exclusive use of the facilities during the booked time which will include set up and set down.

Booking Types

Ad hoc – applies to one-off bookings such as a birthday party or one-off facility hire.

Block - applies to clubs, associations, organisations and schools who make:

- bookings of 10 or more consecutive sessions for the same sport or activity.
- each session is in the same place. This condition is still met where a different pitch, court or lane is used (or a different number of pitches, courts or lanes), if these are at the same site.
- The interval between each session is at least 1 day (24 hours) but not more than 14 days. There is no exception for intervals greater than 14 days through the closure of the facility for any reason. The duration of the sessions may be varied.
- Regular block bookings are available within defined block booking periods.

Large Event – applies to clubs, organisations or schools booking a large one-off event.

- Ad hoc bookings may be made online or on site as applicable and must be paid for at the time of booking.
- Block and large event bookings must be applied for and are considered on a first come first served basis, subject to availability.
- Requests for block bookings must normally be made at least four weeks in advance by filling out a Booking Enquiry Form. Submission of a Booking Enquiry Form does not guarantee the booking.
- Block Booking Renewals - Renewal Application Forms are sent by email, to clubs and organisations that have existing block bookings, inviting them to re-new their booking.
- Large event bookings can be made 12 months to 6 weeks in advance. A non-refundable deposit of 25% of the total cost is payable at the time of booking.
- The balance must be paid in full 4 weeks before the booking date and is non-refundable in the event of the hirer cancelling the booking.
- Pricing is reviewed and set by the Council. Should prices be increased, they will come into effect on all bookings from 1 April. Hirers will be notified in advance of the new prices to apply.

- Clubs or organisations operating on a commercial basis will be charged a commercial rate. Any club, organisation or individual found to be using facilities that are coached or being used as a commercial venture without prior permission from Centre Management will have their booking terminated.
- Bookings cannot be made on centre closure days.
- Set up and take down charges will be applied to block and large event bookings. A minimum of 30 minutes to a maximum of 1 hour, depending on the size of the booking, will be applied to the start and end of the booking. If seating is required these will be charged as per the pricing policy.
- Invoices are raised and issued monthly for payment that must be paid within 30 days of the invoice date. Payments must be made by bank transfer or by cheque to 'Ards and North Down Borough Council'.
- If an invoice/debt is not paid within 90 days, all remaining bookings will be cancelled until the outstanding debt is paid.
- Failure to pay will result in the withdrawal of facilities and the possibility of legal proceedings to recoup the outstanding amount owed.

Cancellations

Ad hoc Bookings

- Ad hoc bookings are non-refundable under any circumstances.
- Bookings may be moved to an alternative date or time if the centre is notified 24 hours before the booking start time.

Block Bookings

- A minimum of 24 hours' notice applies to block booking cancellations. Cancellation made within 24 hours of the booking start time will be charged at the full rate.
- Cancellations must be made by filling out the appropriate form available at reception or by sending an email to the appropriate email address. Cancellations will not be accepted verbally.

Large Event Bookings

- A minimum of 4 weeks from the date of the booking is required to cancel a large event. After this time no refund will be issued.
- Cancellations must be made by filling out the appropriate form available at reception or by sending an email to the appropriate email address. Cancellations will not be accepted verbally.

Club and Organisation Bookings (Ad hoc and Block Booking)

- Group leaders must register and book in at reception on arrival.
- It is the responsibility of the club/organisation to sign children and young people in and out of the site.

- When using changing rooms (not Village Changing), children 8 years old or over must change in their own changing room i.e. girls use the female changing and boys use the male changing rooms. Children 7 years and under should be changed in the room appropriate to the accompanying adult - male adult to change male or female child in male changing room, female adult to change male or female child in female changing room.
- Any persons attending clubs and organisations who breach admission rules may be excluded from facilities and may jeopardise future bookings by the club/organisation.
- The hiring club/organisation is responsible for ensuring all activities are conducted in a safe and competent manner throughout the period of hire, and for ensuring the safety of club or organisation members and guests.
- All clubs and organisations hiring facilities from Leisure Ards and North Down must have the relevant public liability insurance in place.
- All clubs and organisations hiring or using Ards and North Down Borough Council facilities must have an acceptable Safeguarding Children and Adults at Risk Policy. Those clubs and organisations that do not have a Safeguarding Policy must comply with Ards and North Down Borough Council Safeguarding Policy & Procedures, and it is the responsibility of the manager to ensure that the club/organisation/hirer receives a copy of ANDBC Safeguarding Policy and signs a declaration form with terms and conditions agreed.
- Where instruction and/or coaching takes place, the appropriate level of instructor qualifications should be in place. Proof of these qualifications may be required by Centre Management.
- All clubs and organisations must have in place their own Risk Assessment relating to the activities taking place and those attending said activities.
- Clubs must have permission from Centre Management to move any equipment, furniture or make adjustments to any fabric of the building. No responsibility will be accepted for club members not following these rules and suffering injury. At busy times, clubs may have to wait for support from centre staff.
- Any Council equipment hired, such as racquets or balls, must be returned at the end of the session in the same condition that it was given out.
- Any equipment brought in by the hirer is the responsibility of the hirer and will not be stored by the Council between bookings.