

Terms and Conditions of Sports Hire at Kidbrooke Village MUGA

By hiring a pitch or court at the Kidbrooke Village MUGA you are agreeing to these terms and conditions of hire.

Please note that any breach of these terms and conditions may result in the cancellation of bookings without refund and TwistFizz C.I.C. refusing to accept bookings from the Hirer in the future.

Booking a court / pitch

To book a court or pitch set up an account with our on-line booking portal Openplay via our web-site www.twistfizz.co.uk/booking

A 5-a-side football pitch can be booked on-line, 4 weeks in advance

A tennis court can be booked on-line, 1 week in advance

The time and date of a tennis booking can be altered via Openplay provided this is done 48 hours in advance of the original booking.

A request to hire a Netball, basketball or U11 Football pitch can be completed by submitting an on-line enquiry. We recommend doing this with at least 6 weeks before you require the court.

All on-line bookings will be confirmed via an email from Openplay. Be sure that Openplay emails don't go to SPAM. An email confirmation is proof of booking, have it handy during your booking.

Cancellations and Wet Weather

Cancellations for tennis must be made at least 48 hours in advance of your booking. To cancel, log into your Openplay account <https://www.openplay.co.uk/login> and head for the 'my bookings' tab. If you cancel within 48 hours of your booking you will receive a credit voucher. If you cancel outside of the 48 hour window no credit will be given

Cancellations for 5-a-side, basketball, netball and football must be made at least 5 full working days prior to the date of the booking in order to secure a Booking Credit. The cancellation must be received in writing to hello@twistfizz.co.uk. A Booking Credit may not be issued if less than 5 working days notice is given.

Cancellations made by the referee or umpire due to unsafe pitches or weather conditions will receive a Booking Credit, provided written notification is received within two Working Days after the date of the game. Notifications received after two Working Days will not receive a credit.

A Booking Credit may only be used towards the next booking; it may not be used against current invoices.

Booking Credits must be used within the same financial year they were awarded.

Unused Booking Credits will not be refunded in the event of a customer no longer requiring the use of the MUGA.

Block Booking

Block Bookings are available for 5-a-side, netball and basketball

To request a block booking for 5-a-side, netball, basketball or the U11 football pitch email hello@twistfizz.co.uk.

Bookings for 10 or more sessions will qualify the Hirer for auto renewal (this means this slot will be held for you until you give us notice that you no longer want the slot.)

The maximum length of any one block booking is 3 months. Block bookings made for longer than 10 weeks can be paid by instalments at the Hirer's request.

All block bookings will be reviewed every quarter, this is to ensure that we continue to provide fair usage of the MUGA across all sports. TwistFizz will give 1 month's notice of any anticipated changes to a block booking

The Hirer must be a club, school, association or an organisation representing affiliated clubs (such as a local league)

Each session must be for the same sport or activity

The interval between each session must be at least 1 day and not more than 14 days

Obligations of the Hirer

The Hirer must leave the Facilities in a clean and tidy state after use and is responsible for ensuring that the Facilities are treated in a considerate manner.

The Hirer is responsible for ensuring that all Users of the MUGA during the Booking period adhere to the respective Sport Governing Body COVID-19 guidelines. This includes guidelines issued by The FA, LTA, Netball England and Basketball England

The Hirer is responsible for providing nets, supports, corner flags, racquets, balls and other associated equipment required in relation to their Booking.

Users shall not act in a manner which causes injury, damage or distress to any property or person, including TwistFizz staff and other users of the MUGA. The Hirer shall be responsible for ensuring that the behaviour of all Users associated with the Booking complies with these Terms and Conditions, and shall be jointly liable for any damage caused by such Users.

Any coaching provider hiring the MUGA is responsible for providing adequate insurance cover for all Users of the MUGA during the Booking period. Evidence of appropriate cover must be produced if requested

The Hirer must ensure that all Users of the MUGA associated with their Booking wear appropriate footwear. Users must wear clean footwear either sports specific trainers or trainers. Any form of metal or plastic stud is damaging to the surface and increases the likelihood of injury.

Payment of any invoices will be required by the due date shown on the invoice, regardless of whether the MUGA is used

The Hirer is responsible for providing accurate invoicing address details and ensuring that TwistFizz has two up-to-date telephone numbers on which the Hirer(s) can be contacted.

Any changes to the Hirer's contact details must be updated via the Hirers Openplay account.

Hirers must comply with the TwistFizz Equalities and Diversity policy, and ensure that no Users associated with their Booking discriminate either physically, verbally or by their conduct on the grounds of race, nationality, colour, ethnic or national origin, religion, creed, sexual orientation, marital status, sex or disability.

Details of TwistFizz C.I.C.'s Equalities and Diversity Policy can be found at www.twistfizz.co.uk.

Hirers must not use pitches without booking in advance. Any use of a pitch without pre-booking will be retrospectively charged for.

The sub-letting of any Booking is not permitted.

Any breach of and/or failure to comply with these Terms and Conditions may result in the cancellation of all of the Hirer's current Bookings at the MUGA without the provision of a refund or Booking Credit and/or the refusal to accept any future bookings from the Hirer.

Obligations of TwistFizz C.I.C.

TwistFizz will provide the Hirer with one court or pitch at the Facilities per Booking; the use of goal posts (as appropriate); and, nets for tennis and pitch Bookings.

TwistFizz cannot guarantee the availability of any specific court or pitches at the MUGA. It's not possible to accommodate the 4 sports on offer at any one time.

TwistFizz will monitor the use of all sports pitches/courts ensuring that all sports are given opportunity to book across a 4 week period wherever possible

TwistFizz reserves the right to cancel and/or move any Booking(s) without prior notice if, in their ultimate discretion, considers that the MUGA is unsafe or unplayable.

In the event of any such cancellation, TwistFizz will provide a Booking Credit for the full value of the Booking. TwistFizz will not accept any further costs or liability for any consequential losses suffered by the Hirer due to any such cancellation.

Limitations and Exclusions

TwistFizz does not accept liability for any loss suffered by the Hirer as a result of any Booking cancellation or unforeseen unavailability of the MUGA.

TwistFizz does not accept any responsibility whatsoever for personal injury, accidents to Users or any loss or damage howsoever caused to the personal property of the Users of the MUGA.

General and Guidance

The safeguarding of children and vulnerable adults is paramount. Coaches, volunteers working with children and young people must be qualified and affiliated with the Sports Governing Body. Coaches should have public liability to cover coaching sessions, first aid trained, have completed a safeguarding course and hold a current DBS

Children under the age of 13 must be under the supervision of a designated adult at all times

No alcohol can be brought or consumed within the MUGA or Cator Park. No smoking is allowed in the MUGA

Food and chewing gum are strictly prohibited on the MUGA.

Drinks may only be used in personal, re-usable plastic sports water bottles.

Strictly no glass to be brought onto the MUGA.

Dogs or animals are not allowed on the games area.

No form of vehicle, bicycle, roller skates, skateboard, etc. is allowed on the MUGA

Please remove all litter when leaving.

In the event of an accident or injury the Hirer is responsible for contacting the emergency services

There are no changing facilities at the MUGA, so please come ready to play

There are no indoor facilities at the venue, spectators and visitors are welcome to view games from the seating areas situated outside of the MUGA

PLEASE NOTE: for any problems on site, the out of office hours mobile number is 0776 9258 208