



Inspiring a healthy community, investing in learning

## TERMS AND CONDITIONS

We are committed to providing excellent sporting, fitness and wellbeing opportunities for all.

Aylsham Sports Hub Ltd is wholly owned by The Aylsham Community Organisation. All profits are re-invested into the schools of Aylsham Learning Federation for the benefit of the children, their families and the community.

All facility users must read and obey the conditions of hire and regulations for use, as stated below. Failure to do this may result in a penalty or termination of letting, hire or casual use.

The relevant documents for lettings should be supplied to Aylsham Sports Hub in advance of booking and conformation received. Contact [memberships@aylshamsportshub.co.uk](mailto:memberships@aylshamsportshub.co.uk) for further information.

1. You must be over 18 years of age to book an activity.
2. All bookings (or the person who made booking if for a group) must register their attendance at the Sports Hub reception prior to use and payment must be paid on arrival for casual use if not already paid for via our online booking system.
3. Your booking time includes the set up and dismantling of any equipment you use in the activity. You must vacate the area by the end of your booking period.
4. Team sports require a ratio of 1 adult to 12 children. Children must be supervised at all times in accordance with safeguarding procedures. The maximum numbers allowed in a team sports booking is 24 unless prior signed agreements are in place.
5. The venue and equipment must be used for the given sport unless prior arrangements have been agreed with the Sports Hub management. Only use the relevant equipment for the space you have hired e.g. 2 goals for one pitch hire.
6. Facilities will not be sublet or shared with other parties without permission of the Sports Hub.
7. Only those participating in each sport are allowed on the playing area. Spectators who are linked with a hirer are under the responsibility of the hirer.
8. No food is to be consumed in the playing area and only 'sports' drinks or water to be consumed.
9. Footwear likely to damage the surface or flooring is not to be worn. Use appropriate footwear in accordance with sports guidelines.
10. Correct sporting attire is to be worn by all participants.
11. Litter is to be correctly disposed of and any property belonging to the hirer is to be removed at the end of the session. Any costs incurred in removing these items will be charged to the hirer.
12. The hirer will ensure that those participating or attending the activity will behave in a suitable manner and stay within the area of the facility hired. Any disorderly behaviour towards staff or other users will not be tolerated and may result in the termination of hire/letting.
13. Please respect the local residents when visiting Aylsham Sports Hub.
14. Aylsham Sports Hub has the right to refuse access, cancel or terminate a booking, if necessary, without giving specific reasons for doing so.
15. Any breakages or damage to the facilities are to be reported to the Sports Hub team immediately.
16. Emergency exits, fire extinguishers and alarm points are not to be obstructed.
17. Alterations to lighting or heating systems are forbidden.
18. You are not permitted into any other areas of the site and you must only use the areas you have hired.
19. No music or electrical items are permitted on site.
20. No dogs are permitted on site (with the exception of assistance or guide dogs).

**Checks are carried out by the Hub team to ensure all conditions of use are being met.**

### **Severe Weather**

The Hub staff have the right to stop or prevent activity due to severe weather such as a storms, strong winds, heavy rain or ice/snow. This includes any compromise to the quality of surface being played on. Payments will be carried forward for the period of time play has been stopped by a member of the hub team. 3G divider nets are not to be used in high winds

### **Alcohol or Smoking (including e-cigarettes) is NOT PERMITTED on site**

Failure to comply with the no-smoking/alcohol restriction WILL result in your booking being cancelled. This restriction applies to the whole Aylsham Sports Hub site including the car park and footpaths.

### **Parking**

It is essential that all visitors to Aylsham Sports Hub park in the designated car park leaving access for emergency vehicles. You must vacate the premises before closing hours. Failure to do this may result in your vehicle being locked in the car park; a fee may be applied to release your vehicle.

### **Casual use cancellation of bookings**

Cancellation can be made up to 7 days in advance of your booking. Thereafter, the full cost of the hire will be chargeable. We may permit the hirer to move a booking to a future date if adequate notice is given.

### **Long term letting agreements**

Bookings will only be confirmed on receipt of an official Aylsham Sports Hub online booking form along with any other relevant documentation. A new booking form will need to be completed for every new period of hire.

#### **Long term hirer requirements**

##### **Hirers must:**

- confirm that they have insurance to cover their required activity
- control risk within their activity and be able to provide documentation for this for all activities if requested.
- vacate the facility/premises at the time agreed on the booking form.
- Sign and confirm that they have read and understood this document and any supporting information.

#### **Long term letting—storage of equipment**

Users may only store equipment on the premises with the specific agreement, such equipment will only be stored if the school has sufficient space, and it does not interfere with the day-to-day running of the school. The Sports Hub cannot be held responsible for any loss or damage to equipment left on site.

#### **Long term letting—Cancellation of bookings**

Regular users making annual/seasonal bookings, in advance, are required to give a minimum of 3 months' notice of cancellation or a reduction in booking. Failure to give notice will result in being charged for this period.

## **Safeguarding for long term hires**

If a booking is on behalf of an organisation that works with young people or vulnerable adults you will be required to confirm that all persons who come into contact with those young or vulnerable people have been vetted in line with Government guidance and have been deemed appropriate for their role, evidence may be required on application. You will be required to confirm that you have a safeguarding policy in place that is up to date and meets all relevant association and/or regulatory body requirements, a copy of which will need to be supplied. You will be asked to provide the name of your Safeguarding Officer and to acknowledge that failure to comply with safeguarding requirements will lead to the termination of the hire agreement.

## **Long term letting—Other**

All long term hirers must confirm that they have in place, where DBS checks, insurance, risk assessments, first aid and coaching qualifications where required.

## **Exercise Classes**

Classes can be booked 14 days in advance of a class for members and 7 for non-members. Please arrive 10 minutes before the class. You must be registered with the instructor before the start time or participation after this time may be refused.

All attendees must register and collect the class pass at the Sports Hub reception before the class.

Class timetables and instructors are subject to change from time to time without notice.

Please inform the instructor of any medical conditions prior to the class starting.

An instructor may ask you to leave a class if you there is inappropriate behaviour during a class.

If you can no longer attend a pre-booked class, you must cancel your booking 24 hours before the start time or you will be charged in full. Voicemail to the Sports Hub will be accepted.

## **Swimming pool admission policy:**

All children under the age of 8 years old will not be allowed into the swimming pool unless they are accompanied by an adult or parent (over the age of 18) in the water.

1 adult to 3 children

You must be 17 and over to use the pool without adult supervision.

No large groups will be permitted into the swimming pool unless this is previously agreed with the Manager.

(Private hire will mean a change in supervision ratios).

All pool users must sign in at reception with a member of staff before accessing the facilities.

During busy sessions swim times may be limited to 1 hour.

Any individuals/families behaving in an inconsiderate manner may be asked to leave the pool.



### Swimming lessons

- Bookings are taken for full terms only, with payment required half termly on the first week of each half term.
- Parents/carers are required to stay in the Sports Hub for the duration of their child's swimming lesson.
- In the event of your child's behaviour causing disruption to the swimming lesson, our teachers reserve the right to ask your child to leave the pool immediately and/or to cancel all future lessons with immediate effect.

### Changing Rooms

Please ensure all footwear is removed before entering the changing rooms.

Do not enter the pool area if the red barrier ribbon is in place.



## Fire/Evacuation Procedures

In the event of a fire or on hearing the fire alarm please stop your activity and make your way to the front of the Sports Hub car park via the correct safe route (see below for details).



# AYLSHAM SPORTS HUB

## Emergency procedure and facility map

### In the event of an emergency –

Call the emergency services (999) and contact a member of the Sports Hub team

### On hearing the fire alarm –

Go directly to the assembly point – in front of the main reception

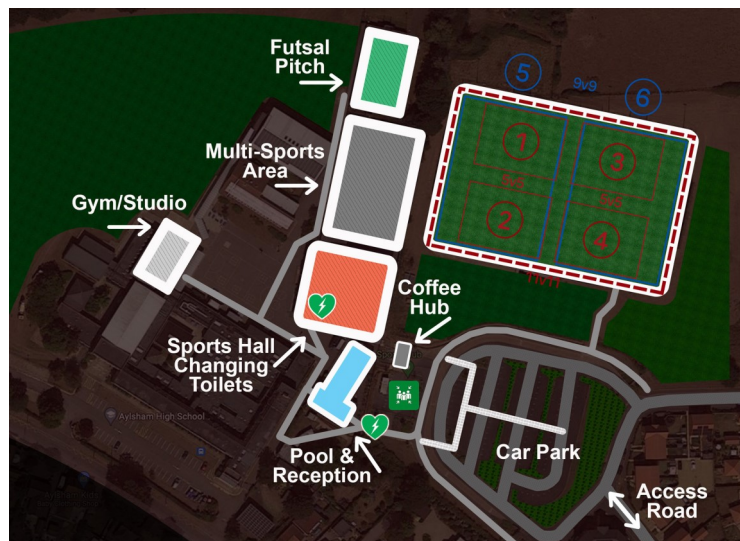
Do not return to the buildings until authorised to do so



**Defibrillator  
Location**



**Assembly  
Point**



## Safeguarding

Aylsham Sports Hub is committed to safeguarding and promoting the welfare of all children, young people and adults at risk that take part in sport and leisure activities.

Safeguarding Information is available on the website -

<https://www.aylshamhigh.com/aylshamsportshub>

## Sport Hub Responsibilities

For the duration of the letting period the Federation will be responsible for ensuring the following provisions:

- Adequate means of escape in an emergency
- Fire extinguishers
- First aid equipment
- Access to a telephone
- Adequate heating, lighting and ventilation. This should include external lighting where required.
- Provide safe premises and equipment for all to use.

## Liability of Hirer

Aylsham Sports Hub (Aylsham Learning Federation) shall not be liable for any injury (including injury resulting in death) or damage to or loss of property, which shall or may occur to or be sustained by the hirer, their assistants, servants or agents, or others entering on the property in the exercise or purported exercise of the hiring (with the exception of injury or damage as may occur by reason of the neglect of Federation or its servants or agents acting within the scope of their authority). The hirer will indemnify and keep indemnified the Federation, its servants from and against all claims and liabilities in respect of such injury or damage and all action, proceedings, costs, damages and expenses in regard thereto and also from and against all other liability, claims, demands, proceedings, costs, damages and expenses in respect of injury to persons whomever (including injury resulting in death) and damage to and loss of property (whatsoever which may arise from, or in consequence of, the exercise or purported exercise of the hiring. (See Note below concerning insurance).

In the particular instance of damage to the Federation's property being caused by fire, the Federations insurers will deal with the case and may have a legal right of recovery from the hirer. In view of the potential liabilities in respect to damage to Federation property, however caused, and any other liabilities, hirers are advised to arrange liability insurance.



### **Our commitment to you**

We will respect your personal decisions, and allow you to make your own decisions about what exercise you can carry out. However, we ask you not to exercise beyond what you consider to be your own abilities.

We will take reasonable steps to make sure that our equipment and facilities are clean and safe for you to use and enjoy for the normal purpose for which they were intended. Please bear in mind that we are not able to clean or inspect equipment and facilities after each use.

If you tell us you have a disability which puts you at a substantial disadvantage in accessing our equipment and facilities, we will consider what adjustments, if any, are reasonable for us to make.

### **Your commitment to us**

Do not exercise beyond your own abilities. If you know or are concerned that you have a medical condition which might interfere with you exercising safely, you should get advice from a relevant medical professional, and follow that advice, prior to using our equipment and facilities.

Please make yourself familiar with any rules and instructions, including warning notices, and follow them. Exercise carries its own risks. When you are exercising, you are responsible for the risks involved. You should not carry out any activities which you have been told are not suitable for you.

Let us know immediately if our equipment or facilities are unsafe to use, or if you feel ill when using our equipment or facilities. Our staff members are not qualified doctors, but there will be a person available who has had first-aid training.

If you have a disability, follow any reasonable instructions to allow you to exercise safely.

### **Glossary of terms -**

'Hub' - This is the grounds of Aylsham Sports Hub and its facilities.

'Letting' - An organisation or club (group) responsible for hiring

'Casual member' - An individual booking a one-off usage of an activity.

'Member' - A monthly or annual paying member of Aylsham Sports Hub.

'Hirer' – Individual signing agreement and or placing booking.

Bathers can be classed into:

'Senior' – A person aged 67 years and above.

'Adult' – A person aged 18 and above.

'Child' – A person aged 17 years and below.

### **Contact details**

Contact email– [info@aylshamsportshub.co.uk](mailto:info@aylshamsportshub.co.uk)

Telephone no- 01263 738966

Address - Palmerston Way, Aylsham, NR11 6FN



## Copyright

The hirer or his servants or agents shall not infringe any copyright or performing rights and undertakes to indemnify the County Council against the costs for infringement. Where the hire involves the use of sound recordings or music is played, groups might not be covered by the licenses purchased for the Federation premises. Primarily groups that are linked to the Federation schools and consist of teachers, students, Friends members etc., will be covered. For other groups clarification should be sought from the relevant licensing authority prior to the premises being hired and the relevant licence purchased, if required. The Lettings Officer will require from the hirer sight of the relevant licences at the time of booking the premises.

A licence may also be required for the performance of a dramatic or musical work. (Hirers should be warned that the use of 'home produced' tapes is illegal).





# AYLSHAM SPORTS HUB

