

# **West Suffolk Council PlayZones booking terms and conditions**

## **1. General**

These terms and conditions apply to all bookings made for the following locations:

- Haverhill - Chalkstone Way CB9 0LB
- Mildenhall - Recreation Way IP28 7HG
- Newmarket -Hyperion Way CB8 7RX

(each location will be referred to as 'the facility').

By making a booking, the hirer agrees to comply with these terms and conditions.

West Suffolk Council ('the council') reserves the right to amend these terms and conditions at any time.

## **2. Bookings**

Individual bookings must be made through the Clubspark approved booking system.

If you require a block booking, please contact [parks@westsuffolk.gov.uk](mailto:parks@westsuffolk.gov.uk) or telephone 01284 757088.

All bookings are subject to availability and must be booked in advance, but not all sessions are chargeable. Confirmation of booking will be by email, without which your booking may not be confirmed.

The council reserves the right to refuse or cancel bookings at its discretion. Bookings may also be cancelled due to repairs, servicing, vandalism or other antisocial behaviour that requires us to close the facility for the safety of users.

## **3. Payment and charges**

Full payment must be made at the time of booking unless otherwise agreed.

Booking charges are set by the council and may be subject to change annually. Charges will vary depending on the time of day, day of the week and seasonal adjustments when floodlighting is required.

Charges will apply to all sessions when booked by clubs, teams and groups who themselves levy a membership or subscription fee.

**Lighting charges are automatically applied to free and chargeable facility bookings on or around sunrise or sunset depending on the season.**

## **4. Cancellation policy**

Cancellations made more than 24 hours before the booking will receive a full refund.

**Cancellations made within 24 hours of the booking will not be refunded.**

If the council cancels a booking (for example, due to weather, maintenance, or safety concerns), a full refund or rescheduled session will be offered.

Cancellations by the council due to unacceptable or antisocial behaviour by the hirer or their users **will not be refunded.**

## **5. Use of the facilities**

The facilities are marked out for football at Mildenhall, football and basketball at Haverhill and football, basketball and Netball at Newmarket. For any other activity, please get in touch with [parks@westsuffolk.gov.uk](mailto:parks@westsuffolk.gov.uk). **Please note, hockey is prohibited at all sites.**

Hirers are responsible for the conduct and safety of all participants during their booking.

**No food, chewing gum or spitting of gum on the pitch. No drink (except water), no alcohol. No smoking or vaping the pitch. No dogs are allowed on the pitch. No wheeled activities other than by wheelchair users for their chosen sport.**

Appropriate footwear (for example, dimpled shoes or sole sports shoes) must be worn; spikes and studs are prohibited.

The hirer must ensure the facility is left clear of litter and belongings after use.

## **6. Supervision and safety**

Children under eight must be always supervised by a responsible adult.

Hirers must comply with all health and safety guidance and instructions provided by West Suffolk Council.

## **7. Damage and liability**

Hirers are responsible for any damage caused to the facility during their booking.

The council reserves the right to charge for repairs or cleaning resulting from misuse.

The council accepts no liability for personal injury, loss, or damage to property unless caused by its negligence.

## **8. Behaviour**

Antisocial behaviour, abusive language, or dangerous play will not be tolerated.

The council reserves the right to remove individuals or terminate bookings without refund if behaviour is deemed unacceptable.

## **9. Data protection**

Personal information provided during booking will be processed in accordance with the council's privacy policy [How we use your personal information](#)