

BENTHAM - BOOKING AGREEMENT FORM



To be completed when either making a block booking or a one-off casual booking that is over 2 court hours in total duration. Please fully complete, sign and return to Bentham Country Club.

CONTACT DETAILS		
Named Contact - This is the person who is responsible for the booking and signs this Agreement.	Contact Address	Tel Day
	Postcode	Tel Eve
Email Address		Tel Mob
Name Of School, Club, Association, or Organisation Representing Affiliated Clubs (if applicable) Please see requirements to qualify for the Reduced Block Booking Price.	Invoice Address (If Different To Above)	
	Postcode	

BOOKING DETAILS
What sport or activity is being undertaken?
Please detail your booking requirements. Include the Dome required, type & number of court/pitches, time required and the first & final date of your booking. <i>Example: Football Dome, 1 x Astro Turf 5-A-Side Pitch 19:00 – 20:00 First 06.09.18 Last 08.11.18</i>
Please note: To qualify for the Reduced Block Booking Price, HMRC's VAT requirements for block bookings must be met.

Your data & privacy – Our Data & Privacy policy can be found by visiting www.benthamcc.com

We will need to send you **service** communications, for example, information concerning your booking such as confirming sessions booked. Communication will be by the most effective method for the purpose and will be in the form of email, phone, SMS or post using the contact details you have supplied above.

If we wish to send or you wish to receive **marketing** communications concerning services we offer that may be of interest, we need your permission/consent.

Do you give consent to receive **marketing** communication? Yes [] No [] If yes, your preferred method to receive such communication is? Email [] Phone [] SMS [] Post []

CANCELLATION INFORMATION
For 'standard price' bookings up to and including 2 court hours total duration, cancellation must be received by Bentham Country Club at least 48 hours prior to the booking date/time.
For 'standard price' bookings over 2 court hours total duration a non-refundable deposit of 50% is required at the time of making the booking. If Bentham Country Club does not receive notice of cancellation at least 48 hours prior to the booking date/time the named contact will be invoiced the outstanding balance of the booking.
For bookings that qualify for the 'reduced block booking price' any cancellation of a session must still be paid for owing to HMRC's VAT requirements for block bookings (let's for a series of sessions) – please see the requirements at the end of this form.

TERMS & CONDITIONS FOR <u>ALL</u> BOOKINGS – Please fully read and then sign, thank you.	
1.	The Named Contact must adhere to the terms of cancellation appropriate for their booking as detailed above. Customers wishing to cancel must note Bentham Country Club opening times and plan accordingly. Cancellations will not be accepted when the club was not open at the time the customer attempted to inform of the cancellation. Cancellations should be received in person, or via telephone. Emails are not constantly monitored and so the Named Contact should follow up with a telephone call if they have not received a reply near the 48 hour notice period.

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2.	Only the facilities (court/pitch) and times booked may be used. The time of your booking must include any provision for warming up or any access required for the setting up and packing away of equipment.
3.	The Named Contact is responsible for adhering to the start and finish times booked even if the court or facility is not being used before or after. Members of staff are not responsible for the time-keeping of customers. Using more time than booked is chargeable.
4.	Payment for block bookings (unless invoiced) is to be made at the bar before commencement of each session. One-off bookings that are more than 2 hours in total duration require a deposit of 50% payable at the time of making the booking. The outstanding balance is to be made at the bar before commencing the session. The deposit is non-refundable in the event of cancellation by the customer.
5.	The named contact is responsible for collecting monies off members of their booking party and paying in full for the session. We do not accept multiple transactions from individual members of your party.
6.	Bentham Country Club reserves the right to take proceedings to recover non-payment or outstanding balances.
7.	The price for your booking covers the use of the facility (court/pitch) only. Additional facilities, (e.g. showers), are provided gratis. For this reason no refunds, whether in full or part, are made if any additional facilities are unavailable.
8.	As much notice as possible will be provided should the facilities booked be unavailable due to unforeseen non-availability (e.g. power loss).
9.	Children and young persons under the age of 16 must be supervised at all times by an adult especially upon entry to the domes through the revolving door. They must not be permitted to play on unused courts or left unattended in the lounge bar. If the booking made is for participants under the age of 16, a designated adult must always remain in attendance.
10.	Participation in sport (either as participator or spectator) implies acceptance of some risk of personal injury or damage to property of which Bentham Country Club cannot be held responsible unless negligence is proven on the part of Bentham Country Club.
11.	Bentham Country Club makes the assumption that participants who have medical conditions have checked with a health professional to ensure their health & well-being is not put at risk.
12.	There is always a qualified First Aider on duty and will provide First Aid assistance when requested. However, they are not responsible for providing First Aid cover for organised one-off events (e.g. corporate tournaments) or for Block Bookings where the customer is a school, club, association or organisation representing affiliated clubs or constituent associations. These customers must ensure they have their own First Aid cover either through their own First Aider or from third parties (e.g. St John Ambulance).
13.	Correct equipment and clothing for the chosen activity must only be used. No studs or blades are permitted. The hoarding surrounding the courts is a rebound board for the ball not for participants. Participants who wear spectacles are strongly advised to wear safety glasses. Glass drinking vessels are not permitted on the court/pitch. Litter must be placed in the bins provided and participants are not permitted to spit on the playing surface – if mouths need to be cleared, then the bins provided must be used.
14.	The Named Contact is responsible for ensuring any damage to the facility caused by the activity undertaken is reported to a member of staff. Drinks spillages should be cleaned up to prevent slips.
15.	The domes are under pressure and emergency exits must only be used in an emergency. The Fire Assembly point is the sports field adjacent to the outside tennis courts. All emergencies must be reported immediately to a member of staff. For emergency purposes, the Named Contact must always be aware of the total number of persons that make up their party.
16.	Only members of staff are to operate the lights, heating control and “air lock doors”. If access to the dome is required for large pieces of equipment or for wheelchair users a member of staff must be informed who will be happy to operate the air lock doors. The heating is designed to be used when there is risk of frost only. The domes are effectively large tents and so will naturally be cold in the winter and warm in the summer. They are designed to provide a lit space that is sheltered from the wind and rain.
17.	Bentham Country Club reserves the right to suspend individuals or terminate the booking in the event that these Terms & Conditions are not adhered to by the Booking Party. In addition, Bentham Country Club reserves the right to suspend any individual or terminate the booking if conduct or behaviour is detrimental to the health, safety, well-being, or causes alarm or distress to other users or members of staff. We define Booking Party as all persons associated with the Booking including participants in the sport or activity, spectators, supporters, friends or family members of participants, the Named Contact or any other representative or associate of the group. Such an event does not revoke payment Terms & Conditions and refunds in full or part will not be given.
18.	Complaints regarding any aspect of the service provided by Bentham County Club should be received in writing and addressed to Mr T. Markham, Bentham Country Club, Bentham Lane, Bentham, Gloucester, GL3 4UD.

As the named contact I understand that my booking is subject to the above terms & conditions and will abide by them throughout the course of my booking. I sign below to confirm this Booking Agreement.

Name _____ Signed _____ Date ____/____/____

REQUIREMENTS TO QUALIFY FOR THE REDUCED BLOCK BOOKING PRICE – Please fully read and then sign ONLY if this section applies to your booking, thank you.

To qualify for the Reduced Block Booking Price the customer must meet HMRC's VAT requirements for block bookings (let's for a series of sessions). If **any** of the conditions below are **not** met, the standard price must be charged.

1.	The facilities are let out to a school, club, association or organisation representing affiliated clubs or constituent associations.
2.	The series consists of 10 or more sessions and each session is for the same sport or activity.
3.	The interval between each session is at least 1 day but not more than 14 days. There is no exception for intervals greater than 14 days.
4.	There is a written contractual agreement between Bentham Country Club and the customer (as evidenced by the customer signing this Booking Agreement) that all sessions that make up the Block Booking will be paid for. Payment can be made in instalments but as a minimum requirement must be made on the day of each session. No refunds are permitted for any unused/unwanted sessions in the series. A refund given by Bentham Country Club in the event of unforeseen non-availability (e.g. power loss) is permitted.
5.	The customer has exclusive use of the facilities specified under 'Booking Details'.

As the Named Contact I confirm that my booking qualifies for the Reduced Blocking Price as my booking meets **all** of the requirements listed above and particularly my responsibilities regarding payment in point 4. I sign below to confirm this Booking Agreement.

Name _____ Signed _____ Date ____/____/____