



Letham Community Sports Club

Letting Policy

General Code of Conduct

The general code of conduct applies to anyone in the club building or grounds, attending, participating in or leading a let. It is the responsibility of the person booking the let to convey these rules to individuals attending or participating in the let.

Should these rules be broken the customer may have their bookings cancelled and future access to facility lets refused, or suspended where further investigation is required to establish the facts.

Should any individual attending the facility break these rules he or she may similarly be asked to leave the facility and its grounds and may be refused access to the facility

Terms & Conditions

1. Security and Health and Safety

Those attending the facility must comply with the instructions of any club officials in respect to security and health and safety matters – e.g. fire drills, vacating the facility at the end of a let and, keeping corridors and fire exits clear from obstruction.

2. Alcohol

Alcoholic beverages may not be brought onto or consumed in the facility or grounds unless permission is specifically granted by a member of the executive committee. Unless written permission to consume alcohol has been granted, individuals attending the facility must not be under the influence of alcohol.

3. Drugs

Individuals attending the facility for any let must not be in possession of, consume or be under the influence of drugs.

4. Smoking

Smoking is prohibited in the facility buildings and enclosed 3G areas.

5. Behaviour towards others

Individuals must not cause offence and are required at all times to be considerate and respectful towards other people working in or attending the facility regardless of sex, race or ethnic origin, religion or belief, disability, age or sexual orientation.

6. Illegal behaviour

All individuals involved in facility lets are required to act in a way that is compliant with the law.

7. Storage, Equipment

Storage, equipment hire (if additional to agreed equipment needs) is not included in the pricing structure. The use of storage and equipment, unless permission is specifically granted, is prohibited.

8. Penalty for overrunning

In the event that the customer does not vacate the activity space by the times agreed the customer shall be charged for the extra time at the relevant letting rate.

9. Code of Conduct

Those attending, participating in and leading facility lets have a responsibility to comply with the terms of the LCSC General Code of Conduct (displayed within the club house and on the club website).

10. Child Protection

Organisations and individuals working with children under the age of 18 years and granted a facility let must be in possession of the appropriate Disclosure Scotland documentation relating to the Protection of Children.

11. Incorrect information

Customers found to have provided false information in the context of applying for a let may lead to the exclusion of the let holder and the organisation.

12. Loss

Letham Community Sports Club cannot accept responsibility for any loss of possessions. Customers are reminded that individuals making use of the facility are at all times responsible for ensuring that personal possessions are adequately looked after.

13. Damage to Property

Letham Community Sports Club must be indemnified by the Let holder against any damage to property or equipment, which may occur as a result of the activities undertaken in the let or caused by anyone participating in or attending a facility let.

Notification of any damage should be made to a club official / caretaker immediately. Groups and organisations will be responsible for any damage done to the facility property or other accommodation and/or equipment during the time the group or organisation is making use of the accommodation. The club may terminate the use of the facility where group members' conduct is out of step with the code of conduct.

14. Injury or Harm

Letham Community Sports Club must be indemnified by the customer against any injury or harm to individuals participating in the facility let. Notification of any injury or harm must be reported to a club official immediately. **The customer must take full responsibility for the health & safety and welfare of persons participating in the facility let.**

15. Health and Safety

It is the customer's responsibility to ensure that an accurate tally of the numbers attending facility lets is kept in the event of a fire drill or emergency. Upon visiting the facility it is the responsibility of the customer to meet with the representative of the club in the facility premises to be inducted in all safety procedures for the facility.

Letham Community Sports Club Terms and Conditions of Sale

These terms tell you the terms and conditions on which we supply lets to you. Please read these terms and conditions carefully before booking a let from our site. These terms and conditions are only available in the English language. You should print a copy of these terms and conditions for future reference. Please tick the relevant box if you accept these terms and conditions. Please understand that if you refuse to accept these terms and conditions, you will not be able to book any lets from our site. These terms were last updated in July 2014.

1. Information about us

We sell lets via the website www.lethamfc.com. We are Letham Community Sports Club, a company registered in Scotland under company number 343487, with our registered office and main trading address at The Pavilion, Seven Acres Newhouse Road, Perth PH1 2JB.

2. Your Status

By placing an order through our site, you promise that:

- (a) you are legally capable of entering into binding contracts; and
- (b) you are at least 18 years old

3. Availability

The facility is available for use Monday to Sunday 9am – 9pm. The 3G Pitch is divided into thirds. Select each third you would like to hire, and repeat this for each hour you want to book. When finished making your selections then click the "book now" button.

4. Your Account

- 4.1 You will need to register with our site to place orders for lets.
- 4.2 You are responsible for maintaining the confidentiality of the log-in details for your account and are responsible for all activities carried out under your log-in details. We do not have the means to check the identities of people using our site and will not be responsible for losses suffered by you where your log-in details are used by someone else unless this is due to our negligence.

5. Cancellation and Amendment of Lets

- 5.1 The let holder must give at least 3 working days notice to cancel, for a full refund, or amend the facility let. If the let holder fails to give sufficient notice the let holder will, at the discretion of the Club Committee, be charged at the relevant letting rate.
- 5.2 Should LCSC be required to cancel a let they will endeavor to give 3 days' notice however in urgent circumstances (e.g. severe weather) less notice may be given. In the event LCSC has to cancel a let, a full refund will be given.

6. Pricing

There are two pricing categories and two pricing time zones: peak (Mon-Fri 4pm-9pm and Sat-Sun 9am- 6pm) and off peak (Mon-Fri 9am-4pm and Sat-Sun 6pm-9pm).

Customers are charged for the facility let based on the table below. A minimum charge of one hour shall apply. Where lets are granted on a "per match" basis the match should be played to the correct duration (including extra time where relevant) according to the rules of relevant governing body.

6.1 An additional charge shall be levied should a let overrun. A cleaning charge may also be applied.

6.2 A late cancellation charge may also be levied.

6.3 In exceptional circumstances, where benefits to the wider community are clearly demonstrated the

6.4 Executive Committee may permit the use of the facilities at no charge.

6.5 All facility lets **MUST** be paid for prior to use and a receipt will be issued by a club official.

6.6 All prices include VAT at the appropriate rate

6.7 We accept all major credit and debit cards **EXCEPT** American Express and Diners Cards.

6.8 You confirm that the credit or debit card that is being used is yours. If the issuer refuses to authorise payment, we will not accept your order and we will not be responsible for delay or non-acceptance of your let and we are not obliged to inform you of the reason for refusal. We are not responsible for your card issuer or bank charging you as a result of our processing of your credit or debit card payment in accordance with your order.

2014 Letting Charges

Facility	Peak	Off Peak
	4pm – 9pm Mon - Fri 9am – 6pm Sat - Sun	9am – 4pm Mon - Fri 6pm – 9pm Sat - Sun
Full pitch - 1 hour	£60	£48
Full pitch - 2 hours	£120	£96
1/3 rd pitch 1 hour	£24	£16

7. Complaints Procedure

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please email enquiries@lethamfc.com and let us know about your issue. We will endeavour to respond within 3 days.

8. Important Notice

The club reserve the right to refuse bookings where:

8.1 Teams / individuals requesting a let have previously acted out of accordance with the facility rules and / or club code of conduct.

8.2 It is considered that teams / individuals requesting a let are unlikely to act in accordance with the facility rules and / or club code of conduct.

8.3 Teams / individuals requesting a let have outstanding obligations (financial or otherwise) to the club.