

CLIMBING

THE LEISURE BOX | FACILITY HIRE TERMS AND CONDITIONS

Any individual or group wishing to use the climbing facilities at the Leisure Box, must agree to these terms and conditions of booking, prior to their booking being confirmed.

In attending the climbing facilities at the Leisure Box your agreement to these terms and conditions is implied.

- 1) Single and block bookings attract different rates. These are published on the Leisure Box website.
- 2) A block booking is any booking of 10 weeks or more, made at the same time.
- 3) Block bookings are only available to individuals, community and grassroots clubs.
 - a. A grassroots club is defined as a sports organisation that is registered with the relevant Governing Body and exists for the purposes of facilitating activity and development for non-professional players.
 - b. A community organisation is defined as an organisation which exists for the benefit of the community. It should be formally constituted, have its own bank account and governance policies, and be registered with the appropriate authorities e.g. The Charities Commission or Companies House.
- 4) Payment for a single booking, individual block bookings, and non-constituted groups is required at the time of booking either via the online system, credit or debit card on the phone, bank transfer or by cash in person.
- 5) Payment for block bookings is in accordance with any formal arrangements made and agreed with the Leisure Box. These arrangements need to be followed in order to maintain your booking.
- 6) A cancelled booking will only be eligible for a refund if a minimum of 24 hours' notice is given via email or phone. Voicemail or text messages will not be accepted as a cancellation.
- 7) A cancelled booking will not be eligible for a refund if less than 24 hours' notice is given. Where possible this booking will be eligible to be re-arranged. This is subject to availability, and at the discretion of the Leisure Box.
- 8) Should the need arise for the Leisure Box to cancel/rearrange a booking, as much notice as possible will be given, and alternative dates/times offered. Should it not prove possible to re-arrange the booking to a mutually suitable time, a full refund will be offered.
- 9) Any additional requirements must be specified at the time of booking.
- 10) Users will only be permitted access to the facility at the times booked.
- 11) No liability for loss or damage to the hirer's valuables will be accepted by the Leisure Box.
- 12) The hirer must adhere to the Leisure Box Health and Safety and Safeguarding Policies. These policies are available on request.
- 13) The hirer is responsible for the good behaviour of all persons attending (or accompanying attendees e.g. parents/carers) the booked session.
- 14) Please arrive for your session in good time. If the safety briefing is not attended you will be refused permission to climb. Capacity dependent you will be booked onto the next available safety briefing.
- 15) The session will begin with a 30min safety briefing and induction, followed by 60mins of climbing.

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- 16) Prior to participating in any climbing session the participant (or parent) must complete emergency contact information, health questionnaire and disclaimer. Participants will be unable to climb until this information has been submitted.
- 17) Failure to follow instructor guidance will result in the termination of the climbing session, with no refund offered.
- 18) The participant should make the instructor aware of any accidents, injuries or illnesses that occur during the booking.
- 19) The hirer is responsible for ensuring that participants wear correct footwear at all times and appropriate safety equipment at all times and that participants listen to the briefing before climbing. The Leisure Box reserves the right to terminate a booked session should either of these requirements not be adhered to.
- 20) Individuals and Groups who have previously been refused booking at any other facility operated by Burnley FC in the Community or any of its trading subsidiaries will not be eligible to make use of the facilities at the Leisure Box.
- 21) The Leisure Box reserve the right to terminate any booking with no notice where the hirer or any participant or spectator has breached one or more of the conditions above.

CODE OF CONDUCT

The Leisure Box expects all Leisure Box staff and centre users to abide by this Code of Conduct:

- Set a positive example to others, particularly young players and supporters
- Refrain from swearing
- Accept success and failure, victory and defeat, equally
- Treat everyone with due respect at all times, and have consideration for other users
- Accept decisions of instructors without protest
- Wear correct footwear
- Remove any litter
- Leave the facility responsibly and quietly

I / We have read and understand the conditions of the hire and agree to abide by these and the Code of Conduct.

I / We understand that should I / we fail to abide by the code of conduct that I / we may be asked to leave the Leisure Box. No refund for the session will be offered, and future bookings may be cancelled.

CLIMBING

Please sign and return one copy to the address below and keep one copy for your records.

Signature of Hirer:..... Date:

Name: (please print):.....

Organisation:.....

Please return to:

The Leisure Box
Glen Way
Brierfield
BB9 5NH