



**Renfrewshire
Council**

**Renfrewshire Council
Education and Leisure Services Department**

Outdoor Sports Booking System

User Guide

**Version 1.0/els
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1. Introduction

The key features of the service are as follows:

- The system will include bookings for all outdoor sports.
- It will be possible to book a pitch for any match day until the end of the season subject to cut-offs, and any future price changes.
- The system will operate on a “first come , first served” basis”
- You will be invoiced quarterly in arrears i.e Jan, Feb, March – invoiced April; April, May, June – invoiced July; July, August, September – invoiced October; October, November, December – invoiced January.

The purpose of this guide is to provide customers with guidance on how to use the system for making sports bookings. If you have any enquiries about the system or its functions please in the first instance contact the Education and Leisure Services Department at telephone number 01505 335550. We hope you find this guide useful.

2. How to Use the Service

The system operates with the following basic steps:-

Register - Phone to book - Receive Permit - Play - Pay

Register

Please complete the enclosed Registration Form to register your Team.

Phone to Book

The full booking system will be available by telephoning between the hours of:

9.30 a.m. and 4.15 p.m. Monday - Thursday
9.00 a.m. and 3.15 p.m. on Friday.

The number to call when making a booking is **01505 335550**.

You will be asked the following information:

- a] Your Team's name
- b] Your name
- c] Your Team's password
- d] What sport (i.e. Football, Rugby etc)
- e] Whether it is 7-a-side or 11-a-side
- f] The location where you wish to play
- g] The date you wish to play
- h] The time you wish to play
- i] Type of match i.e. league game, cup tie, friendly etc
- j] Who your opponents are.

Receive your Permit

Your permit will either be sent to your e-mail address (if provided) or sent to you by post.

Play

Please remember to take your permit along with you to the match as it must be passed to the Groundsman on the day of the game. If your permit has been e-mailed to you, you will require to print the permit from your e-mail.

Deadlines for making a Booking

GAME TO BE PLAYED ON A MONDAY ,	DEADLINE IS A WEDNESDAY 4.15 PM
GAME TO BE PLAYED ON A WEDNESDAY ,	DEADLINE IS A FRIDAY 3.15 PM
*GAME TO BE PLAYED ON A TUESDAY ,	DEADLINE IS A THURSDAY 4.15 PM
*GAME TO BE PLAYED ON A THURSDAY ,	DEADLINE IS A FRIDAY 3.15 PM

*** Mid week football only available from March to May only**

3. About Cancellations

A booking can be cancelled by you any time up to **4pm on the Wednesday before weekend matches or 4pm on the last working day before a week day match**. If the notice to cancel is received by us before these cut-off points, the payment is returned, and the pitch made available again.

A cancellation request received after these cut-offs can still be made..

To make a cancellation you can contact Education and Leisure Services on 01505 335550 during the published opening hours. Again, to ensure that the cancellation is made against the correct team you will be asked for your name, the Team you are representing and your Team's password, followed by the details of the booking, including **Booking Reference**, you wish to cancel.

Reallocation of Cancellations

A feature of the service will be the opening up of a period after the normal weekend match cut-off when it will be possible for these previous cancellations to be reallocated.

This service will be available on a **Thursday afternoon between 2.00 p.m. and 3.00 p.m.** when Education and Leisure Services staff will be able to take your calls on the same number as per the other services mentioned in this document.

If your request can be met, the reallocated pitch will be allocated to you and a Permit to Play will be created for you in the normal way.

If an e-mail address has been supplied, then the Permit can be sent out to you by this method. Alternatively, given that there may be insufficient time to post the Permit out to you, a better arrangement might be for us to hold it at the letting office for you to collect during normal office hours but before the day of play.

Cancellations Due to Adverse Weather

In the event of pitches becoming unplayable you will be informed about this via the normal route. That is, you can access the message on our answering service (01505 323800) as normal or visit the relevant page on the Council Web Site.

If matches have to be cancelled on the day due to the weather, no charge will be levied for that day.

Checking status of play

On the Friday before the weekend games, information about the state of play is available on a helpline number from **1pm**, tel: no **01505 323800** or via the Renfrewshire Council Web site. Midweek football pitch status is available via the above methods on the day of play after **1pm**.

4. Changes of Team Details

At any time you can inform us of any required changes to the details we hold about your Team, including Contact Details, Team Name or Team Password.

Please call 01505 335550 and we will forward a registration form for you to complete.

We also plan to carry out an update exercise once a year, when we will write out to you. When you receive this, if there are any required changes, please update the details and return them to us for the attention of the Administrative Officer at:

**Renfrewshire Council
Education and Leisure Services Dept
Johnstone Town Hall
Ludovic Square
JOHNSTONE
PA5 8EE**

5. Bookings for Training, Tournaments & Matches on Unscheduled Days

Training Pitch bookings should be made by contacting the Education and Leisure Services Letting Office by phone on the usual number.

Subject to availability, it may be possible to book **multiple pitches** for Tournament purposes. In the first instance please direct your enquiry to Education and Leisure Services either by phone or post.

It may be possible to arrange matches for times and dates not listed in the Match Diary. Again please direct your enquiry to Education and Leisure Services letting office by phone, post or telephone.

6. Further Information

If you require further information about either this document, or the operation of the service in general then please contact the Administrative Officer at the address below or contact us on **01505 335550**.

Please note: Booking office number will still be 01505 335550

Administrative Officer
Renfrewshire Council
Education and Leisure Services Dept.
Johnstone Town Hall
Ludovic Square
Johnstone
PA5 8EE

We hope that this guide will be of use and that you find the Booking service a convenient way of meeting your requirements. If at any time you experience problems or would like to provide feedback on the system please do not hesitate to contact Education and Leisure Services. Thank you for taking the time to read this guide and for booking facilities with Renfrewshire Council.

RENFREWSHIRE COUNCIL
EDUCATION and LEISURE SERVICES

Allocation of Football and other Pitches - Rules and Regulations

Renfrewshire Council
Education and Leisure Services
Johnstone Town Hall
Ludovic Square
JOHNSTONE
PA5 8EE

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Office opening hours for bookings
9.30 a.m. and 4.15 p.m. on Monday - Thursday
9.30 a.m. and 3.15 p.m. on Friday.
See User Manual for reference

Bookings in conjunction with Pitch Booking User Guide issued. - See separate guide on how to book a pitch.

Copies of the official registration forms are available from the above Office.
All details on the form must be completed correctly or the form will become void.

The charges for the use of the facilities are shown separately and are reviewed annually.

Cup Ties

For fixture bookings where there is the possibility of extra time being required the secretary **MUST** state this when making a booking, the kick-off time will then be altered accordingly. If this is not adhered to then double charges will be made should extra time be required. Afternoon Kick offs will kick off half an hour earlier to allow for extra time.

Training Bookings

Where clubs wish to book a facility for **TRAINING** e.g. 1½ hours floodlights this period is solely for **TRAINING** and cannot be used for a game where 2 hours is required to be booked. Training Pitch bookings should be made by contacting the letting office at the above address in person or by contacting them by phone on the usual number. Bookings for training will **not** be included in the “2 pitch bookings per Team” rule.

CANCELLATIONS

In the event of a match being cancelled by Renfrewshire Council there will be **NO** cash refund. In this event a **CREDIT** will be issued entitling the club to accommodation at a future date within the current playing season.

If the referee considers the ground to be unplayable, or if inclement weather should prevail, the Club Secretary and the referee **MUST** contact the authorised employee on duty (groundsmen) and take with them the official permit issued from the Letting Office. If this employee agrees as to the ground conditions etc. a credit will be issued to the Secretary. If the employee does not agree that the ground is unplayable then a credit will **NOT** be issued.

A credit will entitle the club to accommodation at a future date without charge, but only if all the foregoing details are observed. The credit does **NOT** entitle a club to priority on a future date.

No cancellation of a booking will be accepted after 4 pm on the Wednesday preceding the Saturday/Sunday of the fixture, or in the case of mid-week, after 4 pm on the working day prior to the fixture.

Renfrewshire Council, Education and Leisure Services, will have the **FINAL** say as to the use of the pitches and their decision shall be binding on all.

DRESSING ROOMS

No person, or player will be permitted into the dressing-rooms until the official **PERMIT** is handed to the authorised employee (groundsman) on duty at the main entrance door.

Entry to the dressing-rooms will be strictly **LIMITED** to 16 persons (13 players plus 3 officials) per club.

Dressing-rooms must be vacated of all players and officials within two and a half hours of the kick-off time, with **EXCEPTION** of mid-week day fixtures when dressing-rooms **MUST** be cleared by 4.15 pm. If this time is exceeded a **SURCHARGE** will be made on the home team.

If any of the two dressing-room keys are not **RETURNED** to the authorised employee (groundsman) on duty within two and a half hours of the kick-off time the home club will **FORFEIT** their right to an application for a pitch, for a competitive fixture and any subsequent applications until the missing key is returned.

Any **DELAY** in returning keys or in the **LOSING** of a key which necessitates the replacement of the door lock will incur a charge which will be passed onto the offending **HOME** club.

As soon as the club official receives the dressing-room key, he **MUST** inspect the dressing-rooms for any damage and report same to the authorised employee on duty.

The club will remain responsible for the dressing-room until the key is handed back to the authorised employee (groundsman) after the game. The dressing-room should be left locked.

Any damage to the dressing-rooms or any other property belonging to Renfrewshire Council will be **CHARGED** to the club involved or result in a possible **BAN** from the allocation of football pitches.

RENFREWSHIRE COUNCIL DOES NOT ACCEPT RESPONSIBILITY FOR THE LOSS OF ARTICLES LEFT IN THE DRESSING-ROOMS OR OTHER COUNCIL PROPERTY.

KICK-OFF TIMES

2.30 pm on Saturdays from August (beginning of season) to the end of October (change of clocks) and from March (change of clocks) onwards to the end of season date to be decided in May.

2.00 pm on the Saturday after the clocks change in October until the (change of clocks) in March

All Sunday fixtures will commence at 1.30 pm throughout the whole season.