

## MediaCityUK 'The Pitch' Terms & Conditions of Use

- All sports activities must be paid in full using the online booking system
- All payments are non-transferable. A credit will be given should a booking be cancelled due to adverse weather conditions. Our policy is to play come what may, but in extreme cases of bad weather that causes a risk to customer's safety The Pitch will be closed. Customers will receive a full refund or option to re-book. This will be communicated via email, so please ensure that the contact details you provide upon sign up are correct.
- The Pitch bookings made but not fulfilled will not be entitled to a refund.
- During extenuating circumstances when bookings need to be changed due to other commitments, you must login to your account and change the booking by no later than 48 hours of the booked time.
- You must check in at the Permit Office to gain access to The Pitch. Customers must bring along their customer confirmation to receive access.
- Any customers wishing to hire Netball kit must leave a £10 deposit at the Permit Office for use of the equipment. The deposit will be returned in full when all items are returned complete and in their original state.
- Booking times are as follows:
  - Mon- Friday 8am to 10pm
  - Saturday 8am to 10pm
  - Sunday 10am to 8pm

Bookings can be made 4 weeks in advance.

- The correct attire must be worn at all times for each of the sporting activities. Trainers or astro-trainers are permitted. Blades, metal or screw studs are strictly forbidden.
- Customers are responsible for their own actions when using The Pitch. If you damage someone or something it is your responsibility. You can add most sports to your household insurance. Damage to equipment may result in a charge.
- We regret we cannot accept liability or pay compensation for cancellation or reduction of service due to acts beyond our control. Such acts of force majeure includes war, threats or acts of terrorism, fire, flood or natural disaster or any similar force majeure events outside our control.
- The Pitch is a communal complex and we wish to keep it that way. Customers are required to respect the etiquette of their chosen activity. This will not only help you enjoy the game but improves your safety during it. Failure to follow the etiquette may result in the suspension of your account & limited access to future bookings, at the discretion of MediaCityUK Operations and Security team.
- The Pitch facility is for the sole use of the person(s) booking that activity. Please ensure you arrive on time for your designated booked time slot and vacate once that time is over. The Pitch Practice is free for use on a first come first serve basis. Please note this is a small practice facility and not a suitable space for a team activity.
- **CCTV is in operation** & any act of damage towards The Pitch and practice area will not be tolerated. Customers caught carrying out such actions will be banned from the venue.