



LONGHILL

HIGH SCHOOL

Longhill Sports Centre Booking Policy



Lead Author:	Stinton, George - LSC Operations Manager
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Acceptable Use Policy

SLT (I:), Policy Library, Longhill High School Policies, Ratified 21 May 2019

PROCEDURE - FACILITY BOOKINGS

1. INTRODUCTION

This document specifies the way in which the Centre takes bookings from members of the public for casual bookings, block bookings and special events.

2. RESPONSIBILITIES

The Receptionists are responsible for the daily control of the casual bookings and advanced bookings by members and non-members.

A designated member of the Management Team will be responsible for the placing of block bookings and special events on the Centres booking system and school calendar when required.

A designated member of the Management Team is responsible for the maintenance and review of the Centre booking system.

3. PROCESS

Casual Bookings

Bookings for the use of bookable Centre facilities may be made by telephone or in person and paid for on the day of the activity. The Contract Specification may outline maximum advanced booking times. The member of staff taking the booking will always ensure they:

- Record the customer's name and/or membership number
- Explain the cancellation policy to the customer
- Confirm the booking information to the customer

All casual bookings are subject to the requirements of the Contract Specification. Where booking conditions are not specified, they may be defined by the Operations Manager and clear rules relating to advance bookings, will be documented, including any restrictions on the type of activity which may be booked in space available.

Cancellations

Cancellations will be accepted if notification is received 24 hours prior to booking time. If the customer is a member who has pre-booked without payment, then the booking can be removed from the system. If the customer is a non-member who has pre-paid, they must attend in person with their receipt in order to receive a cash refund or credit note. The manager/shift supervisor will authorise the refund and sign the receipt.

At the Operations Managers discretion, customers who fail to give the correct notification will be informed that they cannot book another activity until any outstanding debts are cleared, the exceptions to this being where there are mitigating circumstances and where the space is re-sold to another customer.

Academy/gymnastics Sessions

After the deadline date for returning customers these activities operate on a first come first served basis. Reception staff will ring the appropriate fee through the till to confirm the transaction and issue a receipt to the customer.

Bookings for courses and lessons run at the Centre will be made with reference to the appropriate register, which will indicate the day and dates running, the maximum number permitted, the cost, instructor's name (when available) and class level. Recording the receipt number in the appropriate section of the register will indicate payment.

Course and lesson registers will be prepared and the information communicated to relevant personnel by the appropriate members of staff. Registers will be located at reception and/or at the relevant member of staff's station.

Block Bookings

Block bookings relate to the regular hire of facilities by individuals or organisations. Block bookings may be taken no more than three months in advance. Block bookings may be VAT exempt, subject to the conditions outlined on the Block Booking Form.

On receiving a block booking enquiry, the designated member of the Management Team will check the availability of the facility. If it appears that the booking may be honoured, the designated member of the Management Team will give or send the customer:

- A Block Booking Form
- Conditions of Hire,

Following the receipt of a completed Block Booking Form the designated member of the Management Team will:

- Confirm the booking by returning a copy of the Booking Confirmation Form to the customer
- Attach the Booking Confirmation Form to the completed Block Booking Form and place in the appropriate booking file
- Enter the details on the booking system
- Complete an Invoice Request Form and forward to the Central Finance Office

Should any event or activity be planned affecting a booking for the forthcoming period, this will be clearly communicated to the person making the block booking and the payment adjusted as necessary.

Where appropriate, staffing requirements and qualifications of coaches will be verified prior to confirming the booking and details of these held on the appropriate booking file. Evidence of public liability insurance should also be obtained to the value of £2m.

When equipment belonging to hirers is stored on site, an arrangement will be made between the hirer and the designated member of the Management Team to clarify responsibilities for aspects of storage, maintenance, safety and insurance. All correspondence will be retained on file.

The designated member of the Management Team will assume responsibility for communicating booking requirements to the relevant staff which may be through the use of diaries, planners and/or log books.

The manager/supervisor on shift is responsible for meeting the hire representative and briefing them on the Emergency Procedures.

Should any event or circumstances arise affecting the booking once it has been confirmed, the designated manager will advise the user of the changes or, if necessary, cancellations, giving as much notice as possible. The Manager will also arrange a credit if necessary.

Booking of Special Events

The centre may run a variety of special events, e.g. weddings, regional sporting events. On receiving a booking enquiry, the designated member of the Management Team will check the availability of the facility. If it appears that the booking may be honoured, the designated member of the Management Team will give or send the customer:

- A Special Event Booking Form,
- Conditions of Hire,

Following the receipt of a completed Special Event Booking Form, the designated member of the Management Team will:

- Confirm the booking by returning a copy of the Booking Confirmation Form to the customer
- Attach the Booking Confirmation Form to the completed Special Event Booking Form and place in the appropriate booking file
- Enter the details on the booking system
- Complete an Invoice Request Form and forward to the Central Finance Office

The designated member of the Management Team will assume responsibility for communicating booking requirements to the relevant staff. A file will be set up and a Special Event Checklist drawn up and included in the file as set out as per that procedure- Events. This procedure outlines details for carrying out one-off risk assessments and other checks necessary for the successful management of events.

Where appropriate, staffing requirements prior to confirming the booking and details of these held on the events file. Evidence of public liability insurance should also be obtained to the value of £2m.

When equipment belonging to hirers is stored on site, an arrangement will be made between the hirer and the designated member of the Management Team to clarify responsibilities for aspects of storage, maintenance, safety, staffing requirements and insurance. All correspondence will be retained on file.

The manager/supervisor on shift is responsible for meeting the hire representatives and briefing them on the Emergency Procedures.

Special Activities

The centre may also run a number of special activities, e.g. holiday courses. The booking and payment conditions applicable to each of these will be communicated to reception staff via the designated member of the Management Team and/or any relevant instructions.

Payment for Bookings

All payments must be rung through the till under the appropriate category and the receipt given to the customer as confirmation.

Members, Students, Senior Citizens and any person claiming a concessionary rate must produce a valid ID card with payment to validate the booking and ensure that the correct fee is charged.

For payments of block bookings the customer must produce a copy of their Booking Confirmation Form or a relevant invoice to confirm the amount due. All invoice payments must not be put through the till, but will be passed to the Site Administrator or Central Finance Office. If requested, a written receipt may be issued.

Review of Bookings

The designated Manager will review block and casual bookings periodically in line with the programme and space available to ensure sufficient utilisation. Any programme changes will be authorised by the Contract Manager and customers advised if their bookings are affected.

4. REFERENCES

Ref:

Procedure - Events
Procedure – Centre Emergencies
Block Booking Form
Booking Confirmation Form
Conditions of Hire
Special Event Booking Form
Special Event Checklist
Invoice Request Form