



INGRAMS SPORTS PAVILION AND PITCHES

Information Pack and Conditions of Hire

London Road
Cranbrook
EX5 2LF

Owned and managed by
Cranbrook Town Council

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Welcome

Thank you for considering Ingrams Sports Pavilion and Pitches in Cranbrook for your event. We truly appreciate your interest. This booklet is designed to provide you with all the necessary information to ensure your session runs smoothly.

The Town Council provide community assets for public use, these include the Younghayes Centre Community Hall, Sports Facilities such as Cricket and Football Pitches, Multi-Use Games Area (MUGA).

By signing the hire agreement, you agree to follow the requirements outlined in this booklet and to comply with Health and Safety and Fire Safety during your hire period. We ask that you take the time to read it carefully. We hope you have a wonderful experience at Ingrams. If you have any questions or need further assistance, please do not hesitate to reach out to us.

Ingrams Sports Pavilion Including Changing Rooms

1. **Parking:** We provide a free on-site car park with 52 spaces, including 4 disabled parking bays and additional parking for coaches. **Please ensure vehicles are parked in the designated areas to keep everyone safe and the site orderly.**
2. **Sports Pavilion:** Our accessible, ground-floor pavilion includes a 90m² social space with a kitchen and serving hatch. It features internal and external toilets, including a disabled access toilet, and four changing rooms with lockers. To ensure your privacy and security, we will email the access code for the pavilion and changing rooms the week of your event, following full payment. We trust you to keep this information confidential.
3. **Kitchen Facilities:** Our kitchen is fully equipped with an oven, hob, microwave, fridge, kettle, crockery, and cutlery, all for your convenience. We encourage you to avoid using single-use plastics within the pavilion to help protect our environment.
4. **Cleaning:** If you plan to use the kitchen, please bring your own tea towels, cloths, and washing-up liquid. We do provide some cleaning materials in a locked cupboard, and we will share the combination lock code with you.
5. **Changing Rooms:** We kindly ask that you clean the changing rooms, showers, and toilets after use. Please ensure all rubbish is removed and communal areas are left mud-free. To help keep our changing rooms clean, please remove and clean studded boots and training shoes outside using the boot wash facility. Showers and sinks are not suitable for cleaning boots.
6. **Storage:** as our changing rooms are shared spaces, please do not store sports equipment there. If you need to store equipment at Ingrams, we are happy to help – just contact us at bookings@cranbrooktowncouncil.gov.uk.
7. **Lockers:** lockable lockers are available for your convenience. Please be aware that items left unattended are at your own risk, and we cannot take responsibility for any loss or damage.
8. **Inspections:** our Council staff will check the changing rooms to ensure everything is in order.

Ingrams Sports Pitches

At the Ingrams site, we offer two full-sized football pitches, facilities for youth football, a cricket pitch, and a Multi-Use Games Area (MUGA) with floodlights.

PLEASE NOTE: We ask you to avoid damaging the cricket square, as any damage caused during your booking will incur repair costs.

1. **Sports Equipment:** The Council does not provide sports equipment. All teams must bring their own. We recommend securing appropriate insurance coverage for any damage that may occur, as the Council cannot be held liable for third-party equipment damage.
2. **Pitch Allocation:** Each team must use only the pitch allocated to them at the time of booking. We strive to accommodate everyone but cannot guarantee the same football pitch each time.
3. **Fixture Priority:** League match fixtures will take precedence over friendly games and training sessions. We appreciate your understanding and cooperation.
4. **Public Access:** The general public is welcome to freely access the outfields at all times. Thank you for sharing these spaces with our community. **Dogs are NOT permitted.**
5. **Conduct:** Club players or officials engaging in anti-social behaviour or harassment may face disciplinary action by the relevant governing body. Cranbrook Town Council reserves the right to refuse and withdraw future bookings. Please refer to the Council's policy on unacceptable behaviour for more details. We appreciate your efforts to maintain a respectful and friendly environment.
6. **Subletting:** The hired facility must not be sub-let. We trust you will adhere to this condition to ensure fair use for all.
7. **Pitch Preservation:** To help maintain the quality of the pitches, we encourage crossways training on all football pitches with minimal lengthways training. Access to the cricket square is prohibited unless during a cricket match or training session.

Devon Air Ambulance

The Ingrams pitches are used as a helicopter landing site for the Devon Air Ambulance Trust, it's important that we keep them clear. At the end of your hire, please make sure to remove all loose sports equipment, like movable goalposts and sight screens, from the pitches. You can either return the sports equipment to the equipment store or take it off the site completely. Your help in keeping the area safe and ready for emergencies is important.

Hiring Procedure Including Fees & Payments

1. **Application for Hire:** Please fill out the accompanying booking form and return it to bookings@cranbrooktowncouncil.gov.uk. The person who signs the form will be our main contact and responsible for payment and following the guidelines.
2. **Booking and Payment:** Bookings should be made through Cranbrook Town Council. One-off bookings must be paid in full 14 days before the event. Payments should be made by bank transfer. Regular hirers will receive monthly invoices, agreed upon at the time of booking. **Note: payment must be received in advance unless an alternative arrangement has been agreed.**
3. **Charges:** The Council reviews its hire charges annually. A schedule of fees is available upon request.
4. **Deposit Requirement:** A refundable damage deposit may be requested.
5. **Cancellation:** For sporting events, a 100% cancellation charge will apply to cancellations within seven days of the event unless the sporting event is cancelled because the playing surface is deemed unplayable by officials. Where this occurs, the council will agree an alternative date and issue a credit to the hirers account.
6. **The Town Council reserve the right to refuse or cancel bookings due to:**
 - Non-Compliance with the terms and conditions
 - Maintenance or emergency repairs**In rare cases, the Council may need to cancel bookings due to unforeseen circumstances. A full refund or alternative date will be offered.**

Public Liability Insurance

Commercial hirers or organisations that charge for entry must provide proof of public liability insurance with a minimum of £5 million.

Private hirers may be covered under the council's insurance for low-risk, non-commercial events (e.g., birthday parties, meetings). Hirers should check the requirements before making bookings.

Third-party providers (e.g., caterers, entertainers, sports coaches, etc.) must have their own third-party insurance and provide a risk assessment for their activity.

Health & Safety

- Commercial companies are required to conduct a risk assessment relevant to their event or activity.
- Any accidents, injuries, or hazards must be reported to the Town Council immediately.
- The provision of first aid is the hirer's responsibility.
- Hirers must ensure that all children and vulnerable adults are supervised by responsible adults.
- The use of hazardous materials, fireworks, or flammable decorations is prohibited.
- Bouncy castles must display either a PIPA or RP11 inspection certificate.

Fire Safety

- Hirers must familiarise themselves with emergency exits, the location of fire extinguishers, and evacuation procedures.
- Fire exits must be kept clear at all times.
- Candles, open flames, and pyrotechnics are not permitted.
- If the fire alarm sounds, all attendees must evacuate immediately and assemble at the designated fire assembly point (**Ingrams Car Park**).
- The hirer must ensure that the emergency services are called using 999.
- The hirer must conduct a headcount and report any missing persons to emergency services. Re-entry to the building or site is only permitted once authorised by the emergency services.
- All portable electrical equipment must display a current portable electrical test sticker.
- The hirer is responsible for setting the room occupancy level in line with fire safety regulations and guidance.
- **In the event of the fire alarm sounding all equipment must be shut down if safe to do so.**

Terms & Conditions

Facilities must only be used for the agreed purpose and time.

- **The hirer is responsible for the security of the hired areas during the hire period. If necessary, appoint a specific person to prevent unauthorised access.**
- Vehicles are **NOT** permitted to access the sports pitches through the maintenance gate or by any other means, unless required to by Emergency Services in the event of an emergency.
- Hirers must respect nearby residents by keeping noise levels reasonable.
- Smoking and vaping are strictly prohibited inside any council building.
- Any decorations, banners, or equipment used must be removed after use.
- The hirer is responsible for setting up and packing away any furniture and equipment.
- The social space and kitchen must be left clean if hired. A cleaning fee may be charged if necessary.
- Food hygiene regulations must be followed when using the kitchen.
- Alcohol may only be served or sold with an appropriate license. Hirer will need to apply for a Temporary Events Notices (TEN) from the local licencing authority.
- Any damage to council property must be reported, and repair costs may be charged to the hirer.
- The damage deposit may be withheld if additional cleaning or repairs are required.

The Town Council reserves the right to inspect its facilities during hire to ensure compliance with its terms and conditions.

Failure to comply may result in:

- Loss of deposit
- Additional charges for cleaning and damages
- Future booking restrictions or bans

Agreement

By signing the attached booking form, you agree to:

- Comply with the terms and conditions and any additional council regulations
- Accept full responsibility for your event and its attendees
- Ensure safe use of all hired facilities

The terms and conditions ensure all health and safety, fire safety and liability requirements are met while maintaining a fair and accessible use of the town's community assets.

Contact Information

For general queries, further information, or to report non-urgent issues regarding the facilities, please feel free to contact Cranbrook Town Council during office hours at 01404 514552 or emailing bookings@cranbrooktowncouncil.go.uk

If you need assistance outside of office hours, please call 07861 980066.

In the event of an emergency that requires immediate assistance, please dial **999**. This number connects you to emergency services such as police, fire brigade, and ambulance. Make sure to provide clear and concise information about your location and the nature of the emergency to ensure help arrives as quickly as possible.