



Pitch Booking Information for booking Belfast City Council pitches and sports grounds

Please read the booking information attached before submitting your booking form to Belfast City Council. Your booking is taken as confirmation that you have read and agreed to the following terms and conditions.

Office hours	The Bookings Line 028 9027 0684 and pitches@belfastcity.gov.uk are staffed from 10am to 4pm, Monday to Friday. Outside these hours please leave a voicemail and we will return your call.
Weekend bookings/Out of Hours contact	<p>You can <u>check if your pitch is playable</u> by contacting the automated Pitches Hotline on 028 9027 0677 where you can also obtain the Duty Park Manager mobile number.</p> <ul style="list-style-type: none"> • The Pitches Hotline is updated by 12noon on Fridays and on Saturday mornings • For queries relating to league bookings, please contact the League Secretary • Please do not contact the Bookings Line for this information
Prices	Pitch prices are reviewed each April and you can get the most up to date pricing by contacting us on our Bookings Line 028 9027 0684 or at pitches@belfastcity.gov.uk
Adult and Junior	Adult refers to 18 years and over, Junior refers to persons under 18 years of age.
VAT exemption	<p>We automatically apply VAT to all bookings. If you are exempt from paying VAT you must tell us this before confirming your booking.</p> <p>Your booking may be eligible for VAT exemption if your booking meets all of the following conditions:</p> <ol style="list-style-type: none"> 1. The series of bookings must consist of ten or more sessions, or the booking must be for more than 24 hours, 2. Each session is for the same sporting activity, 3. Each session is in the same location, 4. The interval between each session is at least a day and not more than 14 days (although the duration of each session can be varied). A booking for every other Saturday afternoon fulfils this condition but the exemption does not apply if the interval is for longer than 14 days due to closure, for example if the pitch is closed for public holidays), 5. The facilities are booked by a school, club association or an organisation representing affiliated clubs or constituent associations such as a local league, and 6. The person who booked the pitch has exclusive use of it during the sessions.
	<u>Please note bookings will only be accepted on a pitch booking/enquiry form.</u>



	<p>To book a pitch or sports ground for a casual or recurring (block) booking please:</p> <ol style="list-style-type: none"> 1. Phone the Bookings Line 028 9027 0684 or email pitches@belfastcity.gov.uk and request a pitch booking form 2. Complete the Booking Form (Please note, grass pitches can only be booked in one-hour slots. 3G pitches may be booked in half hour slots). 3. Email Booking Form to pitches@belfastcity.gov.uk 4. Or use our online form; https://dof.belfastcity.gov.uk/PitchBookingEnquiry/ 5. You will receive an email with confirmation of your booking 6. Bookings must be paid in advance on or before the booking date. Card payment can be made by contacting the Pitches Team on 028 9027 0684. Invoice customers will receive an invoice in arrears. <p><u>We do not accept provisional bookings.</u></p> <p>League bookings For annual league allocations please contact the Outdoor Leisure Team by calling 028 9027 0611 or emailing leisureo@belfastcity.gov.uk.</p>																
<p>When to book</p>	<p>Please make your booking a minimum of 2 full working days notice before you want to use it. See below</p> <table border="0" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">Booking needed for:</td> <td style="text-align: center;">Request needed by:</td> </tr> <tr> <td style="text-align: center;">Monday</td> <td style="text-align: center;">Wednesday</td> </tr> <tr> <td style="text-align: center;">Tuesday</td> <td style="text-align: center;">Thursday</td> </tr> <tr> <td style="text-align: center;">Wednesday</td> <td style="text-align: center;">Friday</td> </tr> <tr> <td style="text-align: center;">Thursday</td> <td style="text-align: center;">Monday</td> </tr> <tr> <td style="text-align: center;">Friday</td> <td style="text-align: center;">Tuesday</td> </tr> <tr> <td style="text-align: center;">Saturday</td> <td style="text-align: center;">Wednesday</td> </tr> <tr> <td style="text-align: center;">Sunday</td> <td style="text-align: center;">Wednesday</td> </tr> </table> <p>This allows time to allocate staff, ensure the site is opened and the pitch set up.</p> <p>Where there will already be staff on site to set up a pitch for you, 2 full working days' notice may not be required.</p>	Booking needed for:	Request needed by:	Monday	Wednesday	Tuesday	Thursday	Wednesday	Friday	Thursday	Monday	Friday	Tuesday	Saturday	Wednesday	Sunday	Wednesday
Booking needed for:	Request needed by:																
Monday	Wednesday																
Tuesday	Thursday																
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Thursday	Monday																
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	<p>A pitch booking will not be secured until this booking form has been completed in full, and a confirmation issued by the Pitch Booking Team.</p>																
	<p>Casual bookings must be paid for on or before the date of the booking.</p>																
<p>Allocation</p>	<p>Due to demand for block bookings we cannot guarantee that all requests will be accommodated. Bookings are allocated on a first come, first served basis. Every effort will be made to allocate bookings fairly and amicably.</p>																
<p>How to pay</p>	<p>You can pay by debit or credit card over the phone, or by invoice. Please see below for invoicing criteria.</p>																



<p>Applications for invoicing</p>	<p>Invoicing facilities are only made available to:</p> <ul style="list-style-type: none"> • Education and public bodies • Private and voluntary sector organisations on production of an official purchase order • Invoicing facilities are not automatically applied to sports clubs (we must receive a formal request) • Approved organisers of events • We cannot invoice individual persons <p>We need an official purchase order number from the organisation or club booking the pitch before we can issue an invoice. If an official order number is not available, the club or organisation must request an invoice from us on official headed paper, which must be signed by the Authorised Accounting Officer.</p> <p>Applications for invoicing and direct debit mandate forms can be obtained on request from the Pitches team by emailing pitches@belfastcity.gov.uk</p>
	<p>You will be invoiced monthly in arrears. Payment must be received in full within 30 days from the date of invoice. If we do not receive payment in full, invoicing facilities will be removed.</p> <p>Invoice customers can set up a Direct Debit for their Pitches invoices by completing a Belfast City Council Direct Debit Mandate, and returning the original form with authenticated signature to the address detailed on the form.</p> <p>Customers who have had invoicing facilities revoked due to outstanding debts must make full payment of all outstanding monies, and re-apply for invoicing facilities. Until credit facilities are restored, all booking will only be accepted on a “pay and play” basis, where payment must be on or before the date of the booking.</p>
<p>How to change your booking</p>	<p>Any request to change fixtures should be made by 12.30pm on Wednesday for weekend games and at least 2 full working days before any midweek fixture.</p>
<p>Customer cancellations</p>	<ul style="list-style-type: none"> • The person named on the booking form, or a league or club representative should email ALL cancellations to pitches@belfastcity.gov.uk. • Cancellations should be received at least 2 full working days before the scheduled starting time, for example, Wednesday 12noon for a weekend booking or the <u>FULL CHARGE will be payable</u>. <p>In exceptional circumstances, 2 full working days notice is not required. Exceptional circumstances must be communicated to us as soon as possible and will be treated on a case by case basis.</p>
<p>Referee or umpire cancellations</p>	<p>A referee or umpire may cancel a game if they feel there is a danger to the safety of the players.</p> <p>In this instance, we need notification to pitches@belfastcity.gov.uk from the league or governing body within 24 hours of the decision, to ensure that invoices are not raised in error.</p>



<p>Council cancellations</p>	<p>We may need to cancel your pitch booking at short notice due to bad weather or poor ground conditions. We will try to give enough notice of any changes to play.</p> <p>Pitch inspections will take place on Saturday morning. If in doubt, <u>check that your pitch is playable</u> by contacting the automated Pitches Hotline on 028 9027 0677.</p>
<p>Facilities condition</p>	<p>We hope that you find our pitches and associated facilities up to standard. If you have any problems on the day of play please tell the staff on site in the first instance, alternatively you can inform us by email within 24 hours of play to pitches@belfastcity.gov.uk and we will forward this to the relevant officer.</p>
<p>Refunds</p>	<ul style="list-style-type: none"> • If we have cancelled the booking due to pitch conditions, you will not be charged. If you cancel your booking within the cancellation timescales given, you will not be charged for the booking • If we have invoiced you and you can provide evidence that the booking didn't go ahead we will arrange a refund or credit, provided the cancellation is within the timescales and conditions outlined • We will refund or credit your booking if we have made an error • Unless there are exceptional circumstances, refunds are not issued for non-attended bookings • We will refund monies using the original payment method

Privacy Notice

Belfast City Council is the Data Controller under the General Data Protection Regulation (GDPR) for the personal data it gathers for the purposes of booking Belfast City Council Pitches and associated facilities. You are providing your personal data to the Council whose lawful basis for processing is for compliance with a legal obligation under the Local Government Finance Act (Northern Ireland) 2011, or for the performance of a task carried out in the public interest or in the exercise of official authority.

The personal data may be shared internally within the Council with staff who are involved in providing this service and where necessary, between internal departments with the purpose of supporting an effective delivery of service.

Your personal data will not be shared or disclosed to any other organisation without your consent, unless the law permits or places an obligation on the BCC to do so. The personal data is held and stored by the Council in a safe and secure manner and in compliance with Data Protection legislation and in line with the Council's Records Retention and Disposal Schedule.

If you have any queries regarding the processing of your personal data, please contact Pitches Administration, City & Neighbourhood Services, 4-10 Linenhall Street, Belfast BT2 8BP

If you wish to contact the Council's Data Protection Officer, please write to Belfast City Council, City Hall Belfast, BT1 5GS or send an email to records@belfastcity.gov.uk