



Outdoor Sports Guidelines and Terms

August 2020

The Bank of England Sports Centre team is excited about welcoming you back to the Sports Centre. Our priority is to ensure that we create the safest possible environment for our users and staff.

Please read the following Guidelines and Terms. By making a court/pitch booking and paying the associated fee, you are accepting that you and your fellow players will abide by the following Guidelines and Terms.

Accessing the Sports Centre, pitches and tennis courts

- Please follow the Government guidance on travel when making your journey to and from the Sports Centre.
- Avoid gathering in areas especially around the front gate and pavilion entrance.
- Only travel to the Sports Centre if you have a court/pitch booked and arrive at the time of your booking not before, except if you have booked a tennis court in which case you should arrive a maximum of 10 minutes early to check your court allocation.
- At the end of your booked time slot, you should leave the site as quickly as possible.
- On-site parking is available for cars only. Coaches must park outside on Bank Lane ensuring access to private property is not affected.

Using the pitches and tennis courts

- On the tennis courts, only people coming to use the courts should attend. There should be no non-playing spectators around the courts.
- Leave plenty of space between others around the court entrances. Court gates will be left open on all courts. Please do not attempt to shut them.
- On grass pitches and the STP, spectators/non-playing visitors should position themselves at an appropriate distance from others.
- There will be no access to the pavilion and changing rooms so please arrive ready to play.
- Any bookings that overrun will incur an additional charge.

Health, safety & hygiene

- Juniors must always be supervised by an adult.
- Follow Government guidance on hand hygiene carefully. Soap will be available in the toilets but please bring your own hand sanitiser as well if you wish.
- Toilets are available and users are asked to consider others when using these areas and behave accordingly.
- Bring your own water bottle, we will not be able to refill bottles and the water fountains will be out of use.
- Please do not come to the Sports Centre if you have a temperature, are generally feeling unwell, exhibiting COVID-19 symptoms or should be self-isolating.
- No first aid kit is provided by us and so first aid kit should be provided by users.
- Any incident during your visit, whether first aid or otherwise, should be reported to one of the Sports Centre staff as soon as possible.

Equipment and valuables

- No equipment (including balls) will be available for hire or borrow at the Sports Centre.
- Tennis balls will be available to purchase at reception when you check in for your court.
- No lockers are available on site.



- Valuables should be left at home, or left in a secure place out of sight in a locked vehicle.
- If you are unfortunate enough to mislay an item of property, please report it to a member of the Sports Centre staff at the earliest opportunity.

Making a booking

- For a one-off booking, payment is due by credit/debit card **at the time of booking**. For block bookings an invoice can be arranged. Please note we do not allow split invoices.
- Tennis courts and the synthetic turf pitch (STP), which are floodlit, will be available to be booked between 9am and 10pm.
- Tennis court bookings will be for 75 minutes with a 15 minute changeover period.
- STP bookings will be for 1/3 of the pitch or the entire pitch for a minimum of 60 minutes in increments of 30 minutes.
- Pitches/courts will be bookable via email to sportsreception@bankofengland.co.uk a minimum of 24 hours in advance of when you wish to play. A member of the team will then call you to confirm your booking and take payment over the phone.

Cancelling a tennis court booking

- Please note that you are booking an all-weather tennis court and if you choose not to use your booking, you will not receive a refund for the court you booked and paid for. If you wish to move your booking to an alternative day/time, you should contact reception at your earliest convenience to check availability to see if we can accommodate your request. Any changes to your original booking will still require a minimum of 24 hours' notice before you play.
- The Sports Centre Management may cancel a booking at any time for any reason. If we do so we will refund any booking fees already paid.

Cancelling a grass pitch or STP booking

- If you cancel a booking, we require a minimum of 7 days' notice. If we receive less than 7 days' notice, you will be liable to pay the full amount for that booking.
- The Sports Centre Management may cancel a booking at any time for any reason. If we do so we will refund any booking fees already paid. We would expect to give at least 12 weeks' notice of such cancellation, but may give less if necessary to comply with national or local Government requirements or guidance.

Other Dos and Don'ts

Do:

- Deposit all rubbish in the waste bins provided.
- Wear appropriate clothing and footwear.

Don't:

- Wear metal studs or muddy footwear on the STP.
- Take food, drink or chewing gum onto the pitches or tennis courts.
- Smoke on the pitches or tennis courts.
- Allow dogs on the pitches or tennis courts.
- Take sharp objects onto the pitches or tennis courts.

To reiterate, safety remains our top priority. Please work with us to ensure we can get sport back safely, but in such a way that conforms with social distancing rules and helps keep people safe. We will be reviewing usage of the Sports Centre, pitches and tennis courts, and will make necessary changes if we feel these Guidelines and Terms are not being followed.

Failure to adhere to any of the above Guidelines and Terms may result in you losing your right to make future bookings or your future bookings being cancelled. If your future bookings are cancelled, we will refund any amount paid by you for such bookings.

Please note that the Bank of England Sports Centre accepts no responsibility or liability for cars parked on-site or for any items or valuables left in individual's cars or elsewhere.



General Sports Privacy Policy

How we use your information

Information we collect

By completing this form, the Bank of England (“we” or the “Bank”) collects personal data about you. This data includes your name, contact information and the nature of the request.

Why we need your personal data

We collect your personal data to process your request for a booking at the Bank of England Sports Centre and to communicate with you about this booking. Our legal basis for processing personal data is for the purposes of entering into a contract with you to provide you with these facilities.

What we do with your personal data

We use your personal data to provide the services or facilities you have nominated on this form and to contact you (for example, in relation to any change of circumstance or in the event of an emergency). We may also use your personal data for contact tracing purposes for the NHS Test and Trace scheme.

We retain your personal data for the time relevant to facilitate your booking and for 12 months after your booking ends. If you provide consent for us to contact you about future promotions, offers and events, we may contact you within 12 months of your booking to market the Bank of England Sports Centre to you.

Marketing

We may wish to contact you in the future to make you aware of promotions or availability of the facilities that may be of interest to you. If you are happy for us to use your contact details to make you aware of these promotions or offers of availability, please tick the appropriate box on the booking form providing your consent for us to contact you. Your data will be retained for up to 12 months. You can withdraw your consent at any time by contacting sportsreception@bankofengland.co.uk to advise us that you no longer wish to be contacted.

Your rights

You have a number of rights under data protection laws. For example, you have the right to ask us for a copy of the personal data the Bank holds about you. This is known as a ‘Subject Access Request’. You can ask us to change how we process or deal with your personal data, and you may also have the right in some circumstances to have your personal data amended or deleted.

To find out more about those rights, to make a complaint, or to contact our Data Protection Officer, please see our website at www.bankofengland.co.uk/privacy or write to us at:

The Privacy Team
Bank of England
Threadneedle Street
London EC2R 8AH

If you are not satisfied with our response or you believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner’s Office (ICO).



Outdoor Sports Booking Form (STP & grass pitches)

Please sign and return this document to make a booking request. A member of the team will then call you to confirm your booking and take payment over the phone. Payment is required at the time of booking to secure your booking unless you are making a block booking.

By signing this booking form you agree to accept and comply with the Bank's Guidelines and Terms.

Please complete form and return by post to:
Bank of England Sports Centre
Bank Lane, off Priory Lane
Roehampton
London SW15 5JQ

Or by email to: sportsreception@bankofengland.co.uk

Contact name for booking: _____

Organisation/club/person for whom booking is being made:

Type of booking: Tennis court Netball Court 1/3 STP Full STP
 Grass Football Pitch Grass Rugby Pitch

Date(s) of booking: _____

Start time: _____ Length of booking: _____

Number of players using the pitch: _____

Purpose of site use: _____

Email address: _____

Mobile tel no: _____

For block bookings only - please provide an invoice address below

Invoice Address: _____

By ticking this box, I consent to the Bank of England Sports Centre using my contact details to inform me of promotions and offers of facility availability in the future. I understand that I can withdraw my consent at any time by contacting sportsreception@bankofengland.co.uk I hereby agree to the Terms and Conditions of Hire as laid out by the Bank of England Sports Centre in relation to the above stated booking.

SIGNED ON BEHALF OF ORGANISATION/CLUB/PERSON NAMED ABOVE:

PRINT NAME: _____

DATE: _____