

# Tamworth Regional Council OUTDOOR TURF SPORT FACILITY USER AGREEMENT

Version 1.4

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The Tamworth region is well-served by a large variety of recreational facilities that cater for a wide spectrum of activities.

The following User Agreement clearly defines the roles and responsibilities for use of Tamworth Regional Council's (TRC) outdoor turf sport facilities.

## BOOKING TYPES & CONDITIONS

All sports facilities within TRC must be booked prior to use. This includes competition matches and training. TRC provides two booking options:

- **Seasonal Bookings**

- Seasonal Users are required to submit their booking application by:
  - Winter Season: 1<sup>st</sup> April
  - Summer Season: 15<sup>th</sup> September

Bookings received by the above dates will be assessed and booked at TRC's discretion. Bookings following the above dates will be assessed and booked on a first-in-first-served basis.

- Applications for seasonal use of facilities must be made in one booking.
- A seasonal booking gives a user group permission to use a facility for an agreed period of time. It does not give the seasonal booking holder control of the facility. At all times the facility is available to be booked by other users.
- Applications for seasonal use of facilities will only be considered from groups that are incorporated under the Associations Incorporations Act, and provide proof of said Incorporation.
- Note: TRC does not guarantee field markings and posts for pre season training.

- **Casual Bookings**

- A booking application is required two (2) weeks prior to event for Casual bookings.
- A casual booking gives a user group permission to use a facility for an agreed period of time.
- Applications for casual use of facilities will only be considered if all requirements of the booking form are met.
- Note: Casual Bookings include sport gala days and carnivals.

If a User group is found to be using a facility without a booking, they may be subject to:

- Full day (8 hours) casual booking fee being charged
- Suspension of competition game/matches

Seasonal or casual booking requests will not be considered if the user has outstanding charges.

Interference / harassment of other user groups will not be tolerated and may lead to cancellation of booking.

TRC reserves the right to amend a booking at any time.

## RISK

TRC is responsible for maintaining its outdoor turf sport grounds to a standard that are fit for purpose. User groups utilising a sports ground that is fit for purpose AND open for use agree that by proceeding to use the sports ground they have undertaken their own assessment of the suitability of the ground and are aware of any or all inherent risks associated with the activities they propose to undertake and in doing so indemnify Tamworth Regional TRC from any loss, damage or liability associated with that use.

## RENOVATION PERIOD

With a high level of demand and activity for our sports fields, there is a need for TRC to find a balance between the social/recreational needs of the community with the needs of the physical environment. TRC's role is to provide and maintain quality sports fields and facilities for the community. However, with this come the realities of dealing with physical assets in an outdoor setting.

To ensure TRC provides quality sports facilities, routine maintenance is scheduled twice annually. During this period NO training or match play is permitted to give playing surfaces a rest and allow TRC to undertake renovation/improvements and preparation for the incoming season. Turf 'recovery' between seasons (ideally six weeks) is essential to improve drainage, reduce rootzone compaction, aerate the soil and allow the grasses to grow back. Without this time to recover, sports fields would rapidly become bare and unplayable. This period also enables time for field reconfiguration and post erection.

The closure period coincides with seasonal sports change-over and will generally be:

- The last two weeks in September to the first two weeks in October, and
- The month of April

**If a booking is required during the scheduled maintenance period TRC will negotiate with the user to explore alternate options however no guarantee is assured.**

Should the renovation period impact finals or a sport season ends early, TRC reserves the right to adjust seasonal field closure dates to maximise the renovation period.

## BOOKING A SPORTS FACILITY

Requests for facility use must be made using TRC's *Sports Facility Booking Form*. It is the user's responsibility to provide TRC with as much notice as possible to ensure their preferred booking is obtained.

All training sessions (including pre-season training) are required to be included in the user's booking request.

The following procedure details the booking process.

- STEP 1:** Complete a *Sports Facility Booking Form* online.  
This form can be completed electronically at [www.tamworth.nsw.gov.au/field-booking](http://www.tamworth.nsw.gov.au/field-booking).  
Note; refer to *Bookings Types and Conditions* for seasonal sport application deadlines.
- STEP 2:** A *Booking Receipt Acknowledgement* will be sent to you via email.  
Note; this is not a confirmation of your booking.
- STEP 3:** TRC will assess all bookings.  
If bookings clash TRC will negotiate with users and make a determination based on the best interest of the user groups and community.  
**Note:** To preserve playing surfaces, where possible training will be allocated on fields that are not used for competition matches.
- STEP 4:** TRC will notify user group of booking confirmation in writing (email). Notification will be given in 10 business days of seasonal booking closure date or casual booking submission.

## MANAGING BOOKINGS

<p><b>Communications related to bookings</b></p>	<p>All booking clarifications will be managed in writing between the sport representative who made the booking (only) and Rachel Catterall via <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a></p>
<p><b>Making changes to an existing booking</b></p>	<p>Send 5 business days prior to scheduled booking in writing to <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a></p> <p>A booking cannot be changed within 5 business days of the event and will be invoiced accordingly.</p>
<p><b>Booking Cancellations (initiated by Sport User)</b></p>	<p>Send 5 business days prior to scheduled booking in writing to <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a></p> <p>A booking cannot be changed within 5 business days of the event and will be invoiced accordingly.</p>
<p><b>Cancellations due to washout (initiated by TRC)</b></p>	<p>In the event of a wet-weather washout where the field is unavailable and play has not commenced, the TRC Sport Supervisor will email <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a> and invoices will be adjusted accordingly.</p>
<p><b>Reduced hours due to weather conditions:</b></p> <ul style="list-style-type: none"> <li>- Electrical storm</li> <li>- Extreme heat</li> <li>- Wet weather</li> </ul>	<p>If Council has not specifically closed fields, but a game is cancelled, cut short or interrupted due to weather conditions, the sport representative to email <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a> within 1 business day to advise of reduced hours of play so invoice can be adjusted accordingly. The email must detail:</p> <ul style="list-style-type: none"> <li>- the reason the booking was cancelled or cut short</li> <li>- <i>for partial reductions:</i> the time play ceased, or the start and finish of the interruption to play.</li> </ul> <p>The booking will be amended to reflect reduced hours after receipt of email advice from the sport representative within 1 business day and invoice will be adjusted accordingly. <i>Note: Full preparation fee will still apply in this instance.</i></p> <p>If the sport representative does not email <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a> they will be invoiced according to the booking, except in extenuating circumstances.</p> <p>Note: TRC reserves the right to question a request for reduced fees under these circumstances and require additional evidence from the sporting group (e.g. evidence of temperature from BOM, evidence of cut-off temperature from official sporting body (e.g. Athletics Australia))</p>
<p><b>Reduced hours because game finished early</b></p>	<p>Will be invoiced as per booking, no post-booking advice required.</p>

## INVOICING

<p><b>Preparation Fees</b></p>	<p>If more than one booking uses a single instance of preparation, the preparation fee will be divided accordingly. The division is based on the number of bookings, not the number of games played on a field.</p> <p><b>Example 1:</b> Junior Cricket play Saturday morning, Senior Cricket play Saturday afternoon, Junior Rep Cricket play Sunday morning – the preparation fee is divided in half, as Juniors and Junior Reps is the same club.</p> <p><b>Example 2:</b> Women’s Cricket play Friday night, Junior Cricket on Saturday morning and Senior Cricket on Saturday afternoon - the preparation is divided by 3 because three clubs are using the same preparation.</p> <p><b>Note:</b> If 3 bookings are using one preparation, the fee will still be divided by 3 even if one of the bookings is cancelled due to wet weather.</p>
<p><b>Booking Cancellations (initiated by Sport User)</b></p>	<p>Fees will not be charged when written advice has been sent to <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a> 5 business days prior to scheduled booking.</p> <p>A booking cannot be changed within 5 days of the event and will be invoiced accordingly.</p>
<p><b>Cancellations due to washout (initiated by TRC)</b></p>	<p>No field hire or weekly preparation fees will be charged for a booking where sport users did not access the field due to a wet weather cancellation by the TRC Sport Supervisor.</p>
<p><b>Reduced hours due to weather conditions:</b></p> <ul style="list-style-type: none"> <li>- Electrical storm</li> <li>- Extreme heat</li> <li>- Wet weather</li> </ul>	<p>Fees will only be charged for hours played (when less than the booking) where a game is cut short due to weather conditions. The booking will be amended to reflect reduced hours after receipt of email advice from the sport representative within 1 business day and invoice will be adjusted accordingly.</p> <p><i>Note: Full preparation fee will still apply in this instance.</i></p> <p>If the sport representative does not email <a href="mailto:recreationbookings@tamworth.nsw.gov.au">recreationbookings@tamworth.nsw.gov.au</a> they will be invoiced according to the booking.</p>
<p><b>Reduced hours because game finished early</b></p>	<p>Will be invoiced as per booking.</p>

## WET WEATHER CLOSURES

TRC reserves the right to close a sports ground after a ground assessment has determined that utilising the ground will cause adverse damage to the playing surface. **This decision is final.**

Field assessments are conducted by TRC’s Supervisors who are qualified in Turf Management. This assessment will be aided with the use of a *Pogo*. This is a leading Turf Management tool that measures soil moisture, salinity and temperature.

On a weekday, sports grounds will be assessed twice daily to determine their status. A morning inspections will be used to ascertain a field status for that day. An afternoon inspection will ascertain field status for that evening and potentially the following day. This information will be made available at 8:00am and 2:00pm respectively.

Weekend field status will be determined at 2:00pm on Friday afternoon. This assessment will determine if a sports ground is a) Open, b) Closed OR c) decision pending. 'Decision pending' will be issued if inclement weather is possible to change the field status prior to play, namely overnight. In this instance TRC will confirm the field status by 7:00am the respective day to the appropriate user group committee representative, and on TRC's APP.

A field status will **not** be determined before 2:00pm for a booking the proceeding day or weekend regardless of the event. After adverse weather conditions a field may be closed for extended periods and notification be given in advance.

TRC will communicate field status through:

- TRC APP
- TRC Customer service

When determining if a sports ground is closed the following conditions are taken into consideration:

*Table 01 – Field assessment conditions and definitions*

Condition	Definition
Water pooling on playing surface	<ul style="list-style-type: none"> <li>• Water pooling on the surface of playing fields indicates the soil is saturated or poor drainage.</li> <li>• The location of the field and the soil type present impacts a field's ability to drain water.</li> </ul>
Playing surface soft underfoot	<ul style="list-style-type: none"> <li>• The level of dampness of the turf surface can determine how well the field can stand up to the rigours of sporting activities without the quality of the surface being affected.</li> </ul>
Sport impact on field	<ul style="list-style-type: none"> <li>• Different sports impact a playing surface differently. This includes, but is not limited to player age, player size, number of participants, nature of sport &amp; equipment used (i.e. cleats).</li> </ul>
Current field condition	<ul style="list-style-type: none"> <li>• A field in poor condition has an uneven playing surface &amp; bare patches of no or limited grass coverage (namely in high traffic areas).</li> <li>• A field in good condition has an even playing surface &amp; consistent grass coverage.</li> </ul>
Weather forecast for usage time	<ul style="list-style-type: none"> <li>• Rain or other extreme weather events can result in water pooling on playing surface making the playing surface soft under foot and increase a sports impact on a field or the field's current condition.</li> <li>• This information is sourced from the Bureau of Meteorology at time of field inspection.</li> </ul>
Nature of field use	<ul style="list-style-type: none"> <li>• Competition field,</li> <li>• Training field, or</li> <li>• Multipurpose field</li> </ul>

TRC strongly encourages all user groups to participate in field assessments. If you or your club would like to be involved, contact Supervisor Sports Fields for more information. If a user group chooses not to participate in a field assessment they must accept the decision concluded by those involved.

It is the responsibility of the user group to be aware of field status at all times. If weather or playing conditions change mid match/competition, user groups are required to refer to *Table 01* and make their own assessment.

**Should inappropriate use of a ground in wet weather lead to damaging the playing surface TRC will manage the rehabilitation of the fields and may implement any or all of the following measures:**

- Recovery of costs from the user group
- Cancellation of training session/s
- Cancellation of competition game/s

TRC is required to maintain all of its assets in a safe and responsible manner. Public safety is critical to the provision of sports fields, and is dependent on maintaining healthy turf on a smooth and even ground.

TRC has a responsibility to ensure fields are available for use as quickly as possible and not to be closed for extended periods due to a loss of quality of the turf surface through allowing sporting activities during/ after wet periods.

Damage to sporting fields is defined as *“the physical harm causing impairment to the usefulness or normal function of the ground which would have otherwise remained open for use in normal circumstances.”*

### **LIGHTING**

Some of TRC’s sports facilities have sport lighting for playing and/or training. Request to use lighting is required to be completed as part of a *Sports Facility Booking Form*.

A PIN to remotely activate lights will be supplied with the booking confirmation for all bookings that request use of sport lights. Each Club / Organisation has a unique PIN which enables TRC to accurately determine lighting charges as outlined in TRC’s Fees and Charges.

The responsibility of this PIN is that of the booking organisation and TRC holds no responsibility for its misuse. Any misuse of this PIN will result in temporary suspension of access to lighting and may jeopardise the user group’s potential of future lighting allocation.

TRC will issue the user group with an invoice for light usage monthly.

### **KEYS**

Some of TRC’s facility bookings require a key to access the facility / amenities. All such facilities are on a master key system which allows TRC to retain access to the facilities for planned maintenance, inspections and emergencies.

All bookings that require keys will automatically incur a fee for bond (the current charge can be found in TRC’s Fees and Charges). If a key to a facility is lost, damaged or broken or locks need to be changed or replaced, TRC should be notified immediately.

Keys are not to be given or loaned to any other club, association, organisation, school or person.

ALL keys must be returned to TRC’s customer service within 72hrs of completion of a booking. Failure to comply with this timeframe, unless otherwise stated, will result in the hirer losing their bond. Lost keys will be replaced at the booking client’s expense.

## LITTERING

TRC is responsible for the adequate provision of waste facilities at sporting grounds, including the emptying of bins (240L). Skip bins may be supplied under contractual arrangement at the users expense.

Users must ensure that the grounds and facilities are left in a clean and tidy state at the completion of use. **TRC reserves the right to charge users a cleaning fee if users fail to leave grounds/facilities and surrounding areas acceptably clean and tidy.**

If upon arrival the facility already has excessive rubbish, the user group should notify TRC for an immediate assessment (refer to *Chart 01 - Communication Flow Chart*).

Bins may be moved whilst fields are being used to areas deemed more appropriate by the user group. Moving of bins requires adherence to the following conditions:

- Recycling and general waste bins must always accompany one another (where supplied).
- All bins must be returned to their original position to enable servicing (rubbish collection).

In the event that there is a dispute between hirers at the same facility; the associations will be consulted to determine culpability. Alternatively, if the damage cannot be attributed to a single hirer, the cleaning fee will be split between all hirers of the ground between the associated booking periods.

## CLUB HOUSE & AMENITIES USAGE

Request to use club house and / or amenities is required to be completed on the *Sports Facility Booking Form*.

TRC has each club house and amenities professionally cleaned during each seasonal change over.

Club houses are a shared use facility. At all times the user group must leave it clean and tidy, accessible and secure. **If the facility needs to be cleaned, equipment moved or facility secured by TRC this will be charged to the user group.**

The use of the club house is only for the booking period. All club functions, including after match functions, held within the TRC owned pavilion and grounds must be finished by 10:00pm.

The user group is responsible for any damage to the club house whilst in use by the user group. All repairs will be at the booking client's expense and notify TRC immediately.

TRC does not insure or provide any form of indemnity for any equipment, structure, items or personal property stored, placed or left in any building, structure, or on the grounds of the area used.

## VEHICLES

All users of the facility (including players, organisers and supporters) are required to park vehicles in designated parking areas only. **NO unauthorised vehicles are permitted on sports facilities at any time.** Financial penalty may apply if a field/s is inappropriately accessed.

Note: The actions of services such coffee cars / delivery vans, that are instigated by the user group are the responsibility of the user group.



## GENERAL INFORMATION

- Prohibition signs must be adhered.
- TRC approval is required prior to the installation of any temporary or permanent signage (e.g., advertising or sponsorship). Contact Business Support, Sports & Recreation on (02) 6767 5555 to organise a site inspection.
- Erection of any shade structure / marquee with pegs greater than 200mm requires separate prior approval from TRC. Contact Business Support, Sports & Recreation on (02) 6767 5555 to organise a site induction.
- Subletting of the facility or any part of the facility is strictly prohibited.
- Hirers intending to engage the services of or allow commercial vendors to operate at the facility must obtain approval from TRC prior to the event. Contact TRC, Regulatory Services for further information on (02) 6767 5555.

**COMMUNICATION**

To ensure clear communication, user groups are required to adhere to the following communication flow chart **at all times** (*irrespective of previous known contacts*).

Any unnecessary contact with Supervisors or On-Call Staff could lead to the user group being charged for staff time.

Chart 01 - Communication Flow Chart

