

Fastlane Cricket Centre – Booking Terms and Conditions

The booking described in the booking confirmation is made subject to the following conditions. By making a booking, the hirer and all participants agree to comply fully with these Terms and Conditions and all Centre policies provided at or before the date of booking.

1. Payment

A statement of facilities hired and the prices is shown on the booking confirmation. All sessions must be paid in full at the time of booking, unless otherwise agreed in writing. Receipts are available on request.

Payment and/or commencement of a booking constitutes acceptance of these Terms and Conditions, together with the General Safety Guidelines and Bowling Machine Safety Rules supplied at the point of booking.

On receipt of the booking email and cleared payment, Fastlane Cricket Centre Ltd will issue written booking confirmation.

2. Cancellation

a) By Fastlane Cricket Centre – We reserve the right to withdraw use of the facilities if they are deemed unfit for use or for any other reason considered appropriate. Where possible, advance notice will be given. Hire fees paid will be refunded in full, but Fastlane Cricket Centre Ltd accepts no liability for any other expenses incurred by the hirer.

Cancellations due to adverse weather affecting winter bookings will not normally result in refunds unless the Centre itself is closed. Where possible, we will offer an alternative date, but this cannot be guaranteed.

b) By the Hirer – At least seven (7) days' notice must be given to cancel a booking, whether or not the hirer intends to rebook. Where such notice is given, a refund or credit note will be issued. Cancellations made with fewer than seven (7) days' notice will not be refunded or credited.

3. Dress Code

All players must wear appropriate sporting clothing and non-marking indoor footwear. Jeans and unsuitable clothing are not permitted.

Fastlane Cricket Centre reserves the right to suspend or terminate any session immediately if participants are not appropriately dressed. In such cases no refund will be made.

4. Attendance and Use

- Fastlane Cricket Centre is an unstaffed, self-service facility. Users are responsible for safe and appropriate conduct at all times. There will be no staff supervision of training sessions.
- No First Aider is provided onsite. The hirer is responsible for ensuring that suitable first aid cover is available for their group.
- Bookings commence on the hour. Any set-up or takedown must be completed within the booked session time.
- Participants should not enter the playing area until the previous booking has ended.
- Users must vacate the hall promptly at the end of their hire. Late departure may result in a further charge at the full hourly rate.
- Net usage is restricted to a maximum of six (6) players per net. The Centre may revoke bookings if unsafe numbers are present.
- Bowling machines may be hired on an unsupervised basis provided that at least one adult (18+) is present in each group. Maximum of three (3) players per net is permitted when a bowling machine is in use. Unsafe operation will result in immediate termination of the session without refund, and future use of bowling machines may be prohibited.

- No food or drink (other than bottled water) may be taken into the playing hall. Glass containers are prohibited anywhere on the premises.
- Spectators may only use the designated viewing area.

Fastlane Cricket Centre, its staff and agents accept no liability for loss, damage, or additional expense arising from injury, illness, accidents, or any cause beyond the Centre's reasonable control. By booking, the hirer acknowledges the inherent risks involved in unmanned sport facility use and accepts full responsibility for participant safety and supervision.

5. Parking

Customers must park only in the designated parking areas. Caution should be exercised as vehicle movements occur regularly. The Centre accepts no responsibility for damage to vehicles or contents left onsite.

6. Communications

All booking communications will be sent to the email address provided at the time of booking.

For general enquiries, complaints or cancellations, please contact:

Phone: 01737 907115

Email: info@fastlanecricketcentre.com

Address: Sprott Farm Holt road Polstead CO6 5BT

7. Hirer's Responsibilities

- The hirer is responsible for the conduct of all participants and visitors connected with their booking and for the proper care and use of all facilities and equipment.
- The hirer must reimburse Fastlane Cricket Centre for any damage or loss caused by their booking.
- Written consent is required from the Centre Manager for any filming, photography, broadcasting, or commercial use of the facilities. The Centre reserves the right to participate in and share revenues or publicity arising from such activities.
- The hirer must comply with all Health & Safety rules and instructions issued by Fastlane Cricket Centre.
- The hirer shall indemnify Fastlane Cricket Centre Ltd, its officers, staff and agents against any claims, demands, costs or proceedings arising from the booking, except where caused by the proven negligence of the Centre.
- Coaches and Clubs must carry their own valid public liability insurance. Evidence may be requested prior to the hire.
- Fastlane Cricket Centre provides no staff supervision and no First Aider. The hirer accepts full responsibility for first aid provision and supervision of their group.

8. Disputes & Complaints

Any dispute regarding these Terms and Conditions, or other matters not expressly covered, shall be determined by Fastlane Cricket Centre, whose decision shall be final.

Complaints should be submitted by phone, email or in writing. Acknowledgement will be provided within three (3) business days, with a full response up to fourteen (14) days thereafter.

9. Responsible Use

The hirer agrees to ensure that all participants use the facilities in accordance with Fastlane Cricket Centre's published Health & Safety guidance and any instructions given by the Centre.