



SOG SPORTS COMPLEX LIMITED

Registered Address: Madison Building, Midtown, Queensway, Gibraltar
Correspondence Address: 1 Grandy Close, Europa Point, Gibraltar Tel.:
+350 200 61204 Mob: +350 56000941
Incorporation Number: 118953

Sports Hall – Conditions of Use

1. Introduction

These Conditions of Use govern all bookings and use of the Sports Hall at the SOG Sports Complex (“the Complex”).

By making a booking, all users agree to comply with these Conditions of Use. Failure to do so may result in cancellation of bookings and/or refusal of future use.

2. Booking and Eligibility

2.1 All bookings are subject to availability, operational requirements and approval by management. Submission of a booking request does not guarantee allocation.

2.2 The Complex operates a priority system whereby Special Olympics Gibraltar athletes and programmes take precedence over all other users. In addition, Special Olympics Gibraltar (SOG) reserve the right to give preferential access to teams and organisations that have demonstrated longstanding support to Special Olympics Gibraltar.

2.3 Persons under the age of 18 must not make bookings in their own name and must be supervised at all times by a responsible adult. Where bookings involve participants under the age of 18, the Hirer must comply with the safeguarding requirements set out in Section 7 of these Conditions.

2.4 The individual or organisation making the booking (“the Hirer”) is responsible for:

- All participants
- Compliance with these Conditions
- Any damage or misconduct

2.5 To ensure fair access for all users, bookings may be limited to a maximum of one allocation per registered User per calendar week, unless otherwise approved by management. The Complex reserves the right to amend allocations in the interests of fairness, operational requirements, or Special Olympics programme needs.

3. Payment Terms

3.1 All bookings made through the Complex’s approved online booking platform (currently BookyWay) must be paid in full when completing the booking.

3.2 Bookings are only confirmed upon receipt of payment.

3.3 Payments may be made via:

- Bank transfer; or
- Online payment via Stripe



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3.4 The Complex reserves the right to cancel any booking where payment has not been received within the required timeframe.

4. Cancellation Policy

4.1 Cancellations must be made at least 2 days in advance of the booking.

4.2 Where sufficient notice is given as above :

- A virtual credit will be added to your BookyWay account

4.3 Where less than 2 days' notice is given:

- No refund or credit will be provided

5. Use of the Hall

5.1 The Hirer must ensure that:

- The hall is used only for the agreed purpose
- All activities are conducted safely and appropriately

5.2 The allocated time includes:

- Set-up
- Activity time
- Clearing and vacating the hall

5.3 The hall must be:

- Vacated promptly at the end of the allocated time
- Left in a clean and tidy condition

5.4 The Complex reserves the right to deny entry or terminate use where activities are deemed unsafe, inappropriate, or in breach of these Conditions.

5.5 All users must wear appropriate footwear when using the Sports Hall. Only non-marking sports shoes are permitted. The Complex reserves the right to refuse access to the playing surface where unsuitable footwear is worn.

6. Health & Safety

6.1 The Hirer is responsible for ensuring the safety of all participants.

6.2 All users must:

- Comply with staff instructions at all times
- Adhere to emergency procedures where required



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6.3 First Aid:

- Users must bring their own First Aid kits
- SOGSC First Aid equipment is for emergency use only until paramedics arrive

6.4 Any accident, injury, or incident must be reported immediately to a member of staff.

7. Safeguarding Requirements

7.1 Where activities involve children or vulnerable individuals, the Hirer must ensure that appropriate supervision is in place at all times.

7.2 In the case of bookings involving participants under the age of 18, the Hirer must ensure that:

- All coaches, supervisors, or responsible persons hold the relevant safeguarding certifications and clearances, in line with applicable Gibraltar requirements;
- Such certifications are valid and up to date; and
- Confirmation of these credentials is provided to and, where required, verified by SOG Sports Complex staff.

7.3 The responsible coach or supervising adult must:

- Be present throughout the entire duration of the booking, including set-up and clearing time; and
- Maintain active supervision of all participants at all times.

7.4 The Hirer must liaise with SOGSC staff in advance of the booking to ensure that all safeguarding requirements are satisfied.

7.5 The Complex reserves the right to:

- Refuse entry; or
- Cancel any booking

where safeguarding requirements are not met or where adequate supervision is not in place.

7.6 Any failure to comply with safeguarding requirements may result in:

- Immediate termination of the session without refund; and/or
- Suspension of future bookings.

7.7 Photography, Filming and Live Streaming

Photography, filming and live streaming within the SOG Sports Complex are subject to the SOG Sports Complex Ltd Photography, Filming, Live Streaming and Digital Images Policy and the SOGSC Safeguarding Policy.



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Hirers and event organisers are responsible for ensuring that all necessary permissions and consents have been obtained from participants, or from parents or carers where applicable, before undertaking or authorising photography, filming or live streaming as part of their activities.

Photography and filming are strictly prohibited in changing rooms, toilets, showers and other designated restricted areas.

SOGSC reserves the right to restrict or prohibit photography, filming or live streaming at any time where safeguarding, privacy, security or operational concerns arise. All persons must comply with any instructions issued by SOGSC staff.

Where activities are organised by Special Olympics Gibraltar, the relevant Special Olympics Gibraltar safeguarding and photography requirements shall also apply.

7.8 Safeguarding Awareness

SOG Sports Complex Ltd is committed to promoting safeguarding awareness throughout the Complex.

Safeguarding information, including the Safeguarding Summary & Quick Guide, contact details of the Designated Safeguarding Lead (DSL) and details of how to report a safeguarding concern, will be displayed at appropriate locations within the Complex and made available upon request.

By entering or using the Complex, all users, visitors, spectators, gym users, café customers and contractors are expected to:

- behave in a manner that promotes the safety and wellbeing of others;
- comply with safeguarding notices and reasonable instructions issued by SOG Sports Complex Ltd staff; and
- report any safeguarding concern they observe whilst on the premises to a member of staff without delay.

8. Conduct and Behaviour

8.1 All users must:

- Conduct themselves in a respectful and appropriate manner
- Show consideration to other users and staff

8.2 The following are strictly prohibited within the Sports Hall:

- Consumption of alcohol
- Bringing or use of glass bottles, containers, or any glassware
- Smoking or vaping within the premises
- Disorderly, abusive, or unsafe behaviour

8.3 Any breach may result in:

- Immediate termination of the session without refund



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- Suspension of future bookings

9. Damage and Liability

9.1 The Hirer is responsible for:

- Any damage caused to the facility or equipment
- Any loss arising from misuse of the premises

9.2 The Complex accepts no liability for:

- Loss or theft of personal belongings
- Injury sustained during activities, unless caused by negligence of the Complex

10. Equipment and Facilities

10.1 Equipment may only be used:

- With prior permission
- In accordance with staff instructions

10.2 Any faults or damage must be reported immediately.

11. Compliance with Policies

11.1 All users are required to comply with:-

- these Conditions of Use;
- SOG Sports Complex Ltd policies that are relevant to their use of the Complex, including safeguarding, health and safety, photography and emergency procedures;
- safeguarding notices displayed within the Complex; and
- any reasonable instruction given by SOG Sports Complex Ltd employees relating to safety, safeguarding or the management of the facility.

11.2 Failure to comply may result in:

- Cancellation of bookings
- Refusal of future access



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12. Amendments

The Complex reserves the right to amend these Conditions of Use at any time. Updated versions will be made available to users.

13. Acceptance of Terms

By proceeding with a booking, the Hirer confirms that:

"I have read, understood and agree to comply with the SOG Sports Complex Conditions of Use. I acknowledge that I have been made aware of the SOG Sports Complex Ltd Safeguarding arrangements and, where applicable, accept responsibility for ensuring that all persons participating in my booking comply with those requirements."