



Skilz Academy (Known as Skilz) Letting Policy

General Code of Conduct

The general code of conduct applies to anyone in the Skilz Astro (PKS Arena) or grounds, attending, participating in or leading a let. It is the responsibility of the person booking the let to convey these rules to individuals attending or participating in the let.

Should these rules be broken the customer may have their bookings cancelled and future access to facility lets refused, or suspended where further investigation is required to establish the facts.

Should any individual attending the facility break these rules he or she may similarly be asked to leave the facility and its grounds and may be refused access to the facility.

The let finish time, is the time to be off the pitch and not the time to begin packing up. Users are advised to have cool downs, team debriefs and dismantling of equipment completed by the end of the letting period.

Terms & Conditions

1. Security and Health and Safety

Those attending the facility must comply with the instructions of any Partnership officials in respect to security and health and safety matters – e.g. fire drills, vacating the facility at the end of a let and, keeping corridors and fire exits clear from obstruction.

2. Alcohol

Alcoholic beverages may not be brought onto or consumed in the facility or grounds under any circumstances. Individuals attending the facility for any let must not be in possession of, consume or be under the influence of alcohol.

3. Drugs

Illicit drugs may not be brought onto or consumed in the facility or grounds under any circumstances. Individuals attending the facility for any let must not be in possession of, consume or be under the influence of illicit drugs.



4. Smoking

Smoking is prohibited in the school grounds and enclosed astro area.

5. Behaviour towards others

Individuals must not cause offence and are required at all times to be considerate and respectful towards other people working in or attending the facility regardless of sex, race or ethnic origin, religion or belief, disability, age or sexual orientation.

6. Illegal behaviour

All individuals involved in facility lets are required to act in a way that is compliant with the law.

7. Storage, Equipment

Storage, equipment hire (if additional to agreed equipment needs) is not included in the pricing structure. The use of storage and equipment, unless permission is specifically granted, is prohibited.

8. Penalty for overrunning

In the event that the customer does not vacate the activity space by the times agreed the customer shall be charged for the extra time at the relevant letting rate.

9. Code of Conduct

Those attending, participating in and leading facility lets have a responsibility to comply with the terms of the Skilz General Code of Conduct (displayed within the Astro and on the Skilz website).

10. Child Protection

Organisations and individuals working with children under the age of 18 years and granted a facility let must be in possession of the appropriate Disclosure Scotland documentation relating to the Protection of Children.

11. Incorrect information

Customers found to have provided false information in the context of applying for a let may lead to the exclusion of the let holder and the organisation.



12. Loss

Skilz cannot accept responsibility for any loss of possessions. Customers are reminded that individuals making use of the facility are at all times responsible for ensuring that personal possessions are adequately looked after.

13. Damage to Property

Skilz must be indemnified by the Let holder against any damage to property or equipment, which may occur as a result of the activities undertaken in the let or caused by anyone participating in or attending a facility let.

Notification of any damage should be made to a Skilz official immediately. Groups and organisations will be responsible for any damage done to the facility property or other accommodation and/or equipment during the time the group or organisation is making use of the accommodation. Skilz may terminate the use of the facility where group members' conduct is out of step with the code of conduct.

14. Injury or Harm

Skilz must be indemnified by the customer against any injury or harm to individuals participating in the facility let. Notification of any injury or harm must be reported to a Skilz official immediately. The customer must take full responsibility for the health & safety and welfare of persons participating in the facility let, including First Aid.

A defibrillator is available to use from Arbroath Centre during their opening hours only.

15. Health and Safety

It is the customer's responsibility to ensure that an accurate tally of the numbers attending facility lets is kept in the event of a fire drill or emergency.

16. Litter

It is the customer's responsibility to ensure that all litter is picked up and placed in the bins provided. Failure to do so, may result in use of the facility being withdrawn.

17. Animals

No dogs or animals are permitted in the perimeter fence of the Astro.



Skilz Terms and Conditions of Sale

These terms tell you the terms and conditions on which we supply lets to you. Please read these terms and conditions carefully before booking a let from our site. These terms and conditions are only available in the English language. You should print a copy of these terms and conditions for future reference. Please tick the relevant box if you accept these terms and conditions. Please understand that if you refuse to accept these terms and conditions, you will not be able to book any lets from our site. These terms were last updated in January 2023.

1. Information about us

We sell lets via the website skilzacademy.org.uk (via [Skilz Academy All Weather Pitch Booking System \(mybookings.org.uk\)](https://skilzacademy.org.uk)). We are Skilz Academy (Known as Skilz), a charity registered in Scotland under charity number SC047883, with our registered office at 22-24 Catherine Street, Arbroath, DD11 1RL

2. Your Status

By placing an order through our site, you promise that:

- (a) you are legally capable of entering into binding contracts; and
- (b) you are at least 18 years old

3. Availability

The facility is available to book via the online booking system – <https://skilzac.mybookings.org.uk> . Please contact mark@skilzacademy.org.uk for any queries

The 3G Pitch is divided into quarters. Select each quarter you would like to hire, and repeat this for each half hour you want to book (minimum booking is 1 hour). When finished making your selections then click the "book now" button.

4. Account Logon

4.1 At Skilz discretion, an account logon may be provided to you for affiliate clubs, however this is not necessary to make standard bookings in the system.

4.2 Where an account logon is provided, you are responsible for maintaining the confidentiality of the log-in details for your account and are responsible for all activities carried out under your log-in details. We do not have the means to check the identities of people using our site and will not be



responsible for losses suffered by you where your log-in details are used by someone else unless this is due to our negligence.

5. Cancellation and Amendment of Lets

5.1 The let holder must give at least 3 working days' notice to cancel, for a full refund, or amend the facility let. If the let holder fails to give sufficient notice the let holder will, at the discretion of the Skilz team, be charged at the relevant letting rate.

5.2 Should Skilz be required to cancel a let they will endeavour to give 3 days' notice, however in urgent circumstances (e.g. severe weather) less notice may be given. In the event Skilz has to cancel a let, a full refund will be given.

6. Pricing

Customers are charged for the facility let based on the table below. A minimum charge of one hour shall apply. Where lets are granted on a "per match" basis the match should be played to the correct duration (including extra time where relevant) according to the rules of relevant governing body.

6.1 An additional charge shall be levied should a let overrun.

6.2 A late cancellation charge may also be levied.

6.3 In certain circumstances, where benefits to the wider community are clearly demonstrated, the Skilz board / CEO may permit the use of the facilities at no charge.

6.4 All facility public lets MUST be paid for prior to us.

6.5 All prices include VAT at the appropriate rate.

6.6 We accept all major credit and debit cards EXCEPT American Express and Diners Cards.

6.7 You confirm that the credit or debit card that is being used is yours. If the issuer refuses to authorise payment, we will not accept your order and we will not be responsible for delay or non-acceptance of your let and we are not obliged to inform you of the reason for refusal. We are not responsible for your card issuer or bank charging you as a result of our processing of your credit or debit card payment in accordance with your order.



Skilz Public / Non Affiliate Club Letting Charges

Pitch Occupancy	Standard Rate Per Hour
Quarter	£25
Half	£50
Three Quarters	£70
Full Pitch	£75
Weekend Game (Friday to Sunday) 2 hour full pitch hire	£85

7. Complaints Procedure

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please email mark@skilzacademy.org.uk and let us know about your issue. We will endeavour to respond within 3 days.

8. Important Notice

Skilz reserve the right to refuse bookings where:

8.1 Teams/ individuals requesting a let have previously acted out of accordance with the facility rules and/ or Skilz code of conduct.

8.2 It is considered that teams/ individuals requesting a let are unlikely to act in accordance with the facility rules and/ or Skilz code of conduct.

8.3 Teams/ individuals requesting a let have outstanding obligations (financial or otherwise) to Skilz.