

SERVICE LEVEL AGREEMENT

INTRODUCTION

The Frickley Country Park 3G pitch project has been developed by South Elmsall Community Facilities (SECF) with capital funding from Wakefield District Council (WDC)

The project provides the following football facilities within Frickley Country Park which are available for community use:

- A new full – size community floodlit 3G Football Turf Pitch (3G FTP)
- Natural Turf Pitches (NTPs) – existing

In developing this facility for the benefit of the local football community, SECF has worked in partnership with Sheffield & Hallamshire Country Football Association (S&HCFA), West Riding Country Football Association (WRCFA), and other local, regional, and national partners. These partnerships have been forged to maximise the use of the facilities, and to establish excellent working relationships to ensure that the project achieves the aims and objectives set out in the capital grant funding agreement between SECF and WDC.

South Elmsall Community Facilities will:

- Manage the Service Level Agreement, have overall responsibility for the SECF 3G Football Facilities, and provide a single point of contact for communication with sports manager.
- Work on the delivery of football activities at the SECF 3G football facilities, co-ordinate, and support liaison with SECF staff as appropriate, for example the Site Manager, Bookings Officer, and Pitch Maintenance.
- Make available to book the facilities as set out in the schedule agreed annually for a period of subscription. The booking of the 3G will include floodlighting when needed, access to parking facilities and toilets for spectators when necessary.

- Ensure that the prices for football facilities reflect SECF commitment to providing the affordable and accessible facilities to support football development.
- Maintain the facilities to a high standard as set out in the WDC Funding Agreement.
- South Elmsall Community Facilities reserve the right to review any subscriptions or long term bookings if there is reoccurring cancellation or exclusions.
- SECF will be in touch during or after the Christmas period to see if you would like to continue your booking for the following season.
- SECF will be in touch during or after the Christmas period with any price increases for the following season.
- SECF reserve the right to implement any changes to the above.

Service Users will:

- Commit to using the football facilities in Frickley Country Park for the duration of the Agreement for duration of your subscription.
- Agree with SECF required bookings before the start of each new football season, with the option of negotiating additional bookings at the discretion of SECF. If a pitch booking is not going to be used service user will notify the Bookings Officer with at least one week's notice to ensure staff rotas can be amended appropriately. Refunds for booking cancelled by the service user will be made in line with SECF Terms and Conditions of Use for hire of the facilities.
- Make payments for bookings as agreed with SECF and in accordance with its invoicing (Pitchbooking.com)
- Ensure that all service users activities are conducted in accordance with high standards of Football Association accredited club. This includes ensuring all coaches using football facilities are FA qualified with up-to-date DBS checks, first aid and safeguarding training.
- Ensure volunteers, players and their families use the rubbish bins provided as directed without causing nuisance to neighbouring residences.

- Service users will take responsibility for their vehicles and park at their own risk.
- Report any issues to the site staff about the condition of pitches that would make them unsafe for players, or when use would cause damage to playing surfaces.
- Abide by SECF Terms of Conditions of Use for hire of the facilities.
- Service users will not sublet any subscriptions or any kind of bookings need to be sanctioned by the facility manager.
- Any matches on training days/nights need to be sanctioned by the facility manager.

HOURS OF USE AND CHARGES

A programme of use and charges will be reviewed and agreed annually.

Any upfront season payments are non-refundable.

MAINTENANCE

SECF will undertake all necessary works required for the maintenance for the 3G pitch and ancillary accommodation so that facilities are kept clean and safe condition fit for use.

EQUIPMENT

SECF will provide safe goal posts for the football facilities. These will comply with the latest version of the FA Guide to Pitch and Goals Post Dimensions.

CHANGES TO THIS AGREEMENT

This agreement can only be changed with full consultation and agreement of both agencies South Elmsall Community Facilities and Wakefield District Council. This agreement will be subject to review every twelve months, with the first review due to take place twelve months after the first booking.

Signed:

Name:

Position:

Organisation:

Date:

Signed:

Name:

Position:

Organisation:

Date: