

Regular User Charter

Regular User Status

Regular user status seeks to bring mutual benefit to the Trust and regular users and is awarded at the Trust's discretion to users who book 3 months in advance for at least one session per week (excepting Bank Holidays).

Privileges

Regular users benefit as follows:

- Reduced hire rates
- No deposit required to secure booking
- No security/damage deposit required
- Cancellation requests (via Lemon system only) accepted up to time of booked session¹
- Monthly summary invoicing (if desired)
- Promotional services via Trust's Communication services
- Option, subject to agreement, for equipment storage ²

Obligations

Those benefitting from regular user status are subject to the following obligations:

- Payments are to be made via bank transfer
- Payments are to be made on time ³
- Booking changes and cancellation requests must be made via Lemon system ⁴

¹ See Terms and Conditions of Hire. Cancellation due to exceptional weather also available for 3G AstroTurf pitch bookings.

² Depending on circumstances, storage charges may apply.

³ Late payment, without reasonable invoice query, will result in regular user status to be withdrawn and future bookings will transfer to the standard user rate.

⁴ Sessions not cancelled before the booked time will be treated as if they have been used.