



PlayZone Terms of Use

Ottery St Mary Town Council

Effective Date: 01 September 2026

Last Updated: 01 September 2026

1. Bookings and Payment

All bookings are subject to availability.

One-off bookings must be paid for in full at the time of booking.

Recurring bookings approved by Ottery St Mary Town Council will be invoiced monthly and must be paid by the payment date stated on the invoice.

Ottery St Mary Town Council does not accept cash payments.

2. Charges

Ottery St Mary Town Council reserves the right to amend pricing at any time.

The applicable charge will be the price displayed and confirmed at the time of booking.

3. Cancellation and Refunds

The Ottery St Mary Town Council Cancellation & Refund Policy applies to all bookings and forms part of these Terms of Use.

By making a booking, the Hirer agrees to be bound by the Cancellation and Refund Policy.

4. Council Cancellation and Adverse Weather

Ottery St Mary Town Council reserves the right to cancel, suspend, or restrict access to the PlayZone where it reasonably considers that use of the facility may be unsafe, impractical, or inappropriate.

Any cancellation, refund, credit, or rescheduling arrangements will be dealt with in accordance with the Ottery St Mary Town Council Cancellation and Refund Policy.

Users are responsible for determining whether weather and site conditions are suitable for their intended use of the PlayZone.

The Hirer is responsible for ensuring the safety and welfare of all participants attending under their booking and should not use the PlayZone where conditions are considered unsafe.

5. Use of Facilities

Facilities must only be used for lawful and appropriate recreational, sporting, or community activities.

All children must be supervised at all times by a responsible adult.

No food, chewing gum, hot drinks or glass bottles are permitted in activity areas. Water may be consumed from suitable non-glass containers.

No smoking, vaping, or consumption of alcohol is permitted on the premises.

No bikes, scooters, skateboards or other vehicles are to be brought onto the PlayZone.

Only clean, debris-free astro boots or flat-soled sports trainers may be worn on the PlayZone surface.

Footwear not permitted includes metal-studded boots, bladed football boots and long-moulded/soft-ground boots as these can cause damage to the surface and risk injury.

Equipment must not be interfered with, altered, damaged, or misused.

Users must adhere strictly to allocated booking times and vacate the PlayZone at the end of their booking. Please note that booking times relate to your access to the PlayZone, not just playing time. This means that all activities, including arrival, set up, pack down, and departure, must take place within your allocated booking period.

Users must leave the facility in a clean and tidy condition, and remove all litter and personal belongings.

6. Behaviour and Responsibility

The Hirer is responsible for the conduct of all attendees, participants, and spectators attending under their booking.

Users must respect staff, other users, and the facility at all times.

Abusive, aggressive, or inappropriate behaviour will not be tolerated.

Booking access details must not be shared with anyone outside of the booking party.

7. Loss and Property

Ottery St Mary Town Council accepts no responsibility for loss, theft, or damage to personal property.

Users are responsible for ensuring all belongings are removed after use.

Items left on site will be retained for up to one month. After this period, the Council may dispose of, recycle, donate, or otherwise deal with unclaimed items as it sees fit.

8. Parking and Neighbour Consideration

Users must use designated parking areas at all times.

Users must drive responsibly and adhere to a low speed within car parks and surrounding access roads, ensuring the safety of all users and pedestrians.

Users must be considerate of neighbouring sports facilities. This includes, but is not limited to:

- Use of vehicle horns;
- Playing loud music;
- Unnecessary shouting or excessive noise;
- Congregating in car parks before or after bookings; and
- Use of foul or abusive language.

Users must respect the local community when arriving and leaving the venue.

9. Liability

Ottery St Mary Town Council shall not be liable for any indirect or consequential losses, including but not limited to travel costs, loss of income, or third-party expenses.

Nothing in these Terms of Use excludes or limits the Council's liability where such liability cannot be excluded or limited by law.

10. Breaches of the Terms of Use

Ottery St Mary Town Council reserves the right to cancel bookings, restrict access to the PlayZone, or refuse future bookings where these Terms of Use have been breached.

This includes, but is not limited to:

- Unsafe, abusive, or inappropriate behaviour;
- Misuse of the PlayZone or its equipment;
- Sharing booking access details with persons outside the booking party; or
- Behaviour likely to cause damage, disruption, or nuisance.

No refund, credit, or alternative booking will normally be offered where action is taken as a result of a breach of these Terms of Use.

11. Changes to these Terms of Use

Ottery St Mary Town Council reserves the right to amend these Terms of Use from time to time. The latest version will be published on the Council's website.