Online Booking Terms and Conditions

Effective Date: 09.09.2026

These Online Booking Terms and Conditions govern all bookings made through the Westgate-on-Sea Town Council website, online platform, or any other electronic booking system operated by **Westgate-on-Sea Town Council**. By making a booking, you agree to be bound by these Terms and Conditions. For certain facilities, additional facility-specific terms and conditions will also apply.

1. Bookings

1.1 All bookings are subject to availability.

1.2 A booking is only confirmed once you receive written confirmation from us and any required payment has been received.

1.3 We reserve the right to refuse or cancel any booking where necessary.

1.4 You are responsible for ensuring that all information provided during the booking process is accurate and complete.

2. Facility-Specific Terms

2.1 Certain facilities, activities, and services are subject to additional terms and conditions published on our website.

2.2 Where you book a football pitch, pavilion, sports facility, or any other facility for which separate hire terms exist, you agree to comply with the relevant facility hire conditions in addition to these Online Booking Terms and Conditions.

2.3 In the event of any conflict between these Online Booking Terms and the facility-specific hire conditions, the facility-specific conditions shall take precedence in relation to that booking.

3. Payment

3.1 Full payment is required at the time of booking unless alternative arrangements have been agreed by Westgate-on-Sea Town Council.

3.2 Payments must be made using the payment methods available through the online booking system.

3.3 We reserve the right to amend prices at any time; however, confirmed bookings will be honoured at the price displayed at the time of booking.

4. Cancellations by Customers

4.1 Cancellation requests must be submitted by email or telephone on **01843 836182** during office working hours, Monday to Friday, 10:00am to 4:00pm, excluding Bank Holidays. Outside these hours, urgent matters should be directed to the emergency contact number.

4.2 Unless a facility-specific policy applies:

- More than 48 hours before the booking: Full refund or account credit.
- Within 48 hours of the booking: No refund.
- Failure to attend ("No Show"): No refund.

4.3 For football pitch and pavilion bookings, the cancellation policy published within the Football Pitch and Pavilion Hire Conditions shall apply.

4.4 Refunds, where applicable, will be processed using the original payment method.

5. Amendments to Bookings

5.1 Requests to amend booking dates, times, or facilities are subject to availability.

5.2 We reserve the right to charge an administration fee for amendments.

5.3 Amendments cannot be guaranteed.

6. Customer Responsibilities

You agree to:

- Provide accurate booking information.
- Comply with all applicable facility hire conditions, policies, health and safety requirements, safeguarding requirements, and site rules.
- Arrive at the agreed booking time.

- Treat staff, neighbouring residents, our property, and other users with respect.

We reserve the right to refuse service or terminate a booking where users behave in an abusive, threatening, discriminatory, unlawful, or inappropriate manner.

7. Cancellations by Us

7.1 We may cancel or reschedule a booking due to operational requirements, adverse weather conditions, health and safety concerns, maintenance issues, or where there is a risk of damage to facilities.

7.2 Where we cancel a booking, we will normally offer:

- An alternative date or time;
- Account credit; or
- A refund of monies paid.

7.3 We shall not be liable for indirect or consequential losses arising from a cancellation.

8. Health, Safety and Safeguarding

8.1 Customers must comply with all health and safety requirements relevant to the booked facility.

8.2 Hirers are responsible for the safety and welfare of all attendees associated with their booking.

8.3 Where children or vulnerable adults are involved, the hirer is responsible for ensuring appropriate safeguarding arrangements are in place and for complying with all relevant safeguarding requirements.

9. Liability

9.1 To the fullest extent permitted by law, our liability shall be limited to the amount paid by you for the relevant booking.

9.2 We accept no responsibility for loss, theft, or damage to personal property brought onto our premises.

9.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot lawfully be excluded.

10. Data Protection and Privacy

10.1 Personal information will be processed in accordance with our Privacy Policy.

10.2 By making a booking, you consent to us using your contact details for booking administration, confirmations, reminders, and customer service communications.

11. Force Majeure

We shall not be liable for any delay, cancellation, or failure to provide services arising from circumstances beyond our reasonable control, including severe weather, flooding, fire, vandalism, utility failures, government restrictions, industrial disputes, public health emergencies, or other unforeseen events.

12. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of **England and Wales**.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact Information

Westgate-on-Sea Town Council
78 St Mildreds Road
Westgate-on-Sea
Kent CT8 8RF
Email: admin@westgateonsea.gov.uk
Telephone: 01843 836182

By completing an online booking, you confirm that you have read, understood, and agree to these Terms and Conditions together with any facility-specific terms and conditions applicable to your booking.