

# We have the right room for you.



Telephone: 01454 615888 (Option 4)

Fax: 01454 618088

E-mail: [facilities@gloucestershirefa.com](mailto:facilities@gloucestershirefa.com)



**Gloucestershire Football Association Limited**  
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Almondsbury  
Bristol  
BS32 4AG

Telephone: 01454 615888 (Option 4)

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E-mail: [facilities@GloucestershireFA.com](mailto:facilities@GloucestershireFA.com)

Company Registered in England. No. 3775472

## Gloucestershire FA

Sport Facilities, Conference and Meeting Rooms available for hire.



### Customer Service Charter

We are committed to delivering an excellent service to all our customers. This Customer Service Charter aims to set the standards that you can expect from us when you are accessing our services.

It is important for us to know what you think of the services we provide and the customer service that we are providing to you. Your comments (including positive feedback) complaints and feedback will be monitored to ensure that we continually improve and respond to customer need and changing environments.

What you can expect of us:

- We will treat you with the utmost respect.
- We will respond to your enquiry/query or complaint promptly and efficiently.
- We will communicate clearly to you in whatever way you prefer.
- We will show empathy and understanding of your needs and or situation.
- We will be polite, respectful and professional at all times.
- We will apologise and do everything within our power to put things right if we do get it wrong.



For more information visit [www.GloucestershireFA.co.uk/](http://www.GloucestershireFA.co.uk/)

We occasionally have short term availability of facilities OR SPECIAL OFFERS / NEWS which we would like to share with our client base. Simply send us your email address to [facilities@gloucestershreffa.com](mailto:facilities@gloucestershreffa.com) or visit our web site and enter your email address to receive our FREE Newsletter.



## Gloucestershire Football Association Limited - Sport Facilities, Conference and Meeting Spaces for hire .

### Terms & Conditions

We would be pleased to supply you with a full copy of our Terms and condition. Please email [facilities@gloucestershirefa.com](mailto:facilities@gloucestershirefa.com) if you would like to receive a copy. We have printed some key elements below in respect of 3G Pitch, Car Parking etc.:

It is the Customer's responsibility to ensure that correct footwear is worn on the 3G pitch. Only clean football boots with moulded and/or rubber studs are permitted. No blades or metal studs are permitted. Flat soled trainers are not recommended.

Any individual observed wearing dirty (muddy) or inappropriate footwear will not be permitted to use 3G pitch and may be asked to leave the Premises.

Spectators must not enter the 3G artificial pitch or dugouts. They must remain behind the perimeter railings at all times. Vehicles brought onto the Premises are left entirely at the owner's risk. The Company does not accept responsibility for any damage or theft that may occur whilst on the Premises.

Customers must only park in the designated car parking spaces provided. Drivers of vehicles parked on yellow lines or in any hatched areas within the Premises may be asked to leave the Premises and refused entry in future.

Customers do not have access to the Company's office building at any time unless the period of hire includes hire of the conference room.

Access to the 3G pitch is via the pitch perimeter gates. These must remain closed during the period of hire for health and safety reasons.

Cyclists must dismount on entering the Premises and park their bicycle in the rack provided.

The hirer will be responsible for the activities that take place. The hirer is responsible for ensuring the facility to be used is suitable for the activity, safe for use by the group, and that all equipment meets the standards in force at the time of the event. The hirer must check the facility and the equipment prior to use – any defective equipment is not to be used and must be reported to the Company.

We will only use your personal information to contact you for marketing purposes by text or email where you have agreed that we may do so (for example by ticking a box on a form used to



### Welcoming

Refurbished facilities offer clients a modern and welcoming environment for your conference, meeting or training event.



### Break-out areas

An opportunity to relax and discuss the key points from your event. Our kitchen/break out area offers a bright, modern environment.

### Catering area

Whilst we are happy to arrange food for your event, you may prefer to prepare snacks or drinks in our modern kitchen facility.



### Vending

If your event is less formal but your guests would like a drink or snack on arrival our well stocked vending area will meet the need.