



Sports facilities seasonal users

Frequently Asked Questions

What are the season dates?

Winter

April 1 to September 30. Applications close mid-February.

Summer

October 1 to March 31. Applications close mid-August.

What is the booking process?

- Two months out from the start of season the City of Greater Bendigo will send organisations/clubs an invite via email. The application and agreement to the terms and conditions of occupancy can be completed online or printed and completed by hand
- You will have 14 days to complete and return your application
- Once this date has passed, bookings will begin to be sorted and the bookings officer will work hard to ensure everyone has fair access to the sports field requested
- Your club should receive the seasonal user agreement (confirmation of your booking) approximately one month before the start of the season

What happens once I receive my booking confirmation?

Read the document and make sure you are happy with its content and that all details are correct. This confirms your usage and outlines responsibilities of both your club and the City.

If club contact details change, do I need to notify someone?

Yes. User groups must inform the City if contact details have changed as soon as possible to ensure all information is received in a timely manner. Changes can be emailed to bookings@bendigo.vic.gov.au



How are bookings assessed?

With increasing demand and a limited number of venues within Greater Bendigo, it may not be possible to accommodate all requests and in some cases shared use of the facility is required. Should multiple requests be received for the same sports field at the same time, the City will assess which applicant receives approved usage based on the following criteria;

- **Completion and return of application form prior to deadline** – Applicants that have not returned their completed form by the requested date will not be considered unless special circumstances apply.
- **Payment history** – Applicants that have a consistent record of paying invoices within the required 30 days will be given preference.
- **Traditional hirers** – If an applicant has been a traditional user of the facility they will receive preference over a new applicant.
- **Compliance with terms and conditions of occupancy** – Applicants with a history of adhering with all terms and conditions of occupancy will be given priority.

What do I do if I want to hold pre-season training, practice matches?

Because most City facilities are multi-use and summer and winter users often have different requirements, it cannot be guaranteed that a sports field will be available for pre-season training or pre-season matches. It is at the discretion of the City if these arrangements are approved. Factors considered include the compatibility of the requested recreational activity and the applicants' history of abiding with our terms and conditions of occupancy.

- Traditional winter recreational activities take priority over traditional summer activities between **April 1 and September 30**.
- Traditional summer activities take priority over traditional winter recreational activities between **October 1 and March 31**.

How do I book the sports field for additional training, matches or special events?

At the time of submitting your seasonal use requirements you have the opportunity to submit your special event days. Anything organised past this time needs to be booked individually by email bookings@bendigo.vic.gov.au or online at [make a booking](#). These applications are considered after consultation with other users of the venue and may require extra permits and additional fees.

Are there any costs? How are payments made?

Fees paid by applicants depend on the facility hired. The City takes into account a number of considerations when determining our fees and charges. These factors include the quality of the playing surface, availability of pavilions, scoreboards, change rooms, public amenities, field lighting and kiosk facilities, and the capacity of user clubs to generate an income.

Fees are heavily subsidised by the City to ensure they are accessible for all groups and any relevant discounts are applied during the booking process.

Invoices can be paid in full or via direct debit. If paying in full, invoices are issued at the commencement of the season and must be paid within 30 days of the date of invoice. If paying by direct debit, an amount will be debited from the nominated bank account on the first day of each month for five months, commencing from the second month of the season and concluding in the sixth month of the season. If you are experiencing financial strain please contact us as soon as possible to discuss payment options.

How do we get access to the facility?

To request a key to access a City facility or to request extra keys for new committee members please complete the online form via [keys and access](#) on the City webpage. The City requires at least two working days' notice. Prior to

submitting the online request you must obtain permission from the Active and Healthy Lifestyles Unit. The Property Services Unit will advise when your key(s) are ready for collection and provide you with a 4-digit reference code, to be used for collection. Key(s) are collected from reception at the Hopetoun Mill office, 15 Hopetoun St, Bendigo. Keys require a \$20 deposit per key that will be refunded once returned. The deposit can be paid in cash, card or cheque.

Does the club need an internal key register?

Yes. The club is responsible for the distribution of keys and must keep a register of all key holders and must not give a key to anyone not on this register. If a key or padlock is lost or stolen you must advise the City as soon as the loss or theft is discovered. If a key is stolen Victoria Police must also be notified. The club bears the expense of replacing lost or stolen keys, padlocks or re-pinning of locks.

If you replace any locks or padlocks, the City must be informed as soon as practicable. The club must not duplicate any facility key.

Can we get vehicle access to the oval?

No. Vehicle access onto any sports fields in Greater Bendigo is not permitted.



Do we need public liability insurance?

Yes. You must provide current evidence of public liability insurance with an indemnity limit of at least \$10M. This needs to be in place prior to the start of the season and maintained for the entire period of hire. In the event a current public liability policy is not supplied or the policy has expired, use of sports fields and associated infrastructure will be refused.

Applicants are responsible for obtaining Contents Insurance for any fixtures, fittings, assets or stock not owned by the City. All items left on City property will be left at the risk of the Applicant. The City strongly recommends the removal of all possessions when the facility is not in use.

What happens if there is inclement weather?

The City will monitor the condition of all sports fields and may require hirers to cease training or playing should turf surface deteriorate significantly or be deemed unsafe. Certain areas of the playing field may be fenced off to give the area time to repair.

Should you be required to cease training or playing at the venue completely, the City will endeavour to arrange another suitable venue, however this may not be possible and it will then be the responsibility of the Club to find alternative venues.

How do I report maintenance issues?

Regular inspections for maintenance and cleanliness of pavilions, toilets and change rooms are undertaken by City staff. If your club or organisation notices something that requires attention use the [online form](#) and in the request type drop down list select 'Mobile – COGB Buildings & Property Maintenance'. Please provide detailed information to assist us in responding to your request. For example, if a hot water service or heater has stopped is it gas or electric? Or if lights have stopped working, please indicate which room they are located in.

The City is also responsible for the delivery of maintenance services to ensure our sports fields are kept in the best possible condition. City staff plans turf and irrigation maintenance around game days, practice sessions, finals season, transition between winter and summer sports, and casual use of the grounds. Contact us to discuss your site and any sports field management issues via email bookings@bendigo.vic.gov.au

Contact us

15 Hopetoun Street, Bendigo

Ph: (03) 5434 6000

Email: bookings@bendigo.vic.gov.au

www.bendigo.vic.gov.au

