

CAMBOURNE PARISH COUNCIL

District of South Cambridgeshire

Finance and Policy Meeting 21st October 2014

GENERAL CORRESPONDENCE

FROM	SUBJECT
Everyone Active	Email
	Regarding cancelled booking and a refund.

John Vickery

From: Shane Railley <shanerailley@everyoneactive.com>
Sent: 14 October 2014 12:03
To: 'Williamson, Chris '
Cc: 'clerk@cambourneparishcouncil.gov.uk'
Subject: FW: Cambourne FC - Pitch Bookings - **New**

Good Morning Chris

Your request has been forwarded to the Cambourne Parish Council and I will act upon their instruction as we only act a facilitator to the bookings and admin process.

Regards,

Shane Railley | General Manager
Cambourne Sports & Leisure



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w: www.everyoneactive.com
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Sports & Leisure Management (SLM), is the leading leisure management company operating leisure centres and cultural services nationwide in partnership with local councils, since 1987.



From: Williamson, Chris [mailto:christopher.williamson@credit-suisse.com]
Sent: 14 October 2014 11:01
To: Shane Railley
Cc: William Slegg
Subject: RE: Cambourne FC - Pitch Bookings - **New**

Sorry, another quick question: my team (U10 Whites) had our usual 6pm-7pm slot in the MUGA last night. However, given the persistent rain yesterday, we did a "pitch" inspection and soon came to the conclusion that the surface was too wet for 9 year olds to play safely on the surface without risk of injury.

I'm not sure what the policy is on this. Quite obviously, the conditions of the pitch due to the weather is out of your and the Parish Council's control so there is nothing you could have done about it; but similarly, it is out of our control and we need to guarantee the safety of the kids. Is it possible to be refunded/re-credited for this session?

Many thanks
Chris

From: Shane Railley [mailto:shanerailley@everyoneactive.com]
Sent: 14 October 2014 10:51
To: Williamson, Chris (TSKF 16)