

Use of Council Sports Fields
Club and Casual User Operational Procedures

Version 1 2018

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Definitions

Council: refers to Tweed Shire Council.

Club: refers to the sporting club or body applying for or holding a sportsfield licence.

Casual User: refers to all non-season licence users including schools, government agencies and private organisations.

Certificate of Currency: a certificate that acts as proof that a policy has been issued. This will contain the type of insurance cover, amount insured, any exclusions or excess limits, the premium and the period of cover.

Subrogation: is an insurance term describing the legal right of most insurance carriers to legally pursue a third party that caused an insurance loss to the insured.

Waiver of Subrogation: an agreement between two parties in which one party agrees to waive subrogation rights against a third party before a loss. It is to prevent one party's insurer from recovering the amount of the claim made by the insurance carrier to the insured for the loss.

Named Insured: individual named as the insured in the policy contract. Must be in the joint names of Tweed Shire Council and the insured.

Hold Harmless Clause: keep Tweed Shire Council indemnified and to hold harmless against all actions, costs, claims, charges, expenses and damages whatsoever which may be claimed against the Tweed Shire Council.

Licence: an approval to use Council managed sportsfield. Licences can be seasonal or casual.

Licence holder: is the applicant of the approval. Can be a sporting club or association, school or individual.

Licensor: is the owner and or manager for the sports facility.

Licensee: is an incorporated body or individual for sporting or recreational activity who intends to use the facility on a seasonal or regular basis.

Season: refers to a designated period for sport. Summer season is between 1 October and 31 March. Winter season is between 1 April and 30 September. The season is not referring to individual sport seasons as these vary from sport to sport.

Summary

This document is to assist sportsfield users in all matters relating to Council managed sportsfields including the application process, the responsibilities and insurance requirements. It is recommended that this be kept by all club committee members, school sports coordinators and any other regular or casual user. This must be made available to new committee members to ensure that the use of Council sports fields is compliant and consistent in accordance to Tweed Shire Council Operational Procedures.

All enquiries are to be directed to Council's Sports Field Officer on 0449 903 935.

Introduction

This is a procedure for all sportsfield users, which explains the procedure, requirements and to inform all user groups of their responsibilities and obligations for use of Council sports fields.

As there are many user groups, a unified approach is encouraged to ensure fairness and consistency in the availability and management of sportsfield venues.

This document is available on Council's Sportsfields website page along with a copy of the Seasonal Licence Agreement <http://www.tweed.nsw.gov.au/Sportsfields>

Objectives

The primary objectives are to ensure all clubs and casual users are:

- compliant in their use of Council sports fields by creating a consistent framework for all clubs to adhere to
- to provide a comprehensive understanding that is readily available to all clubs, committee members and the public to assist in managing sportsfield use and licence obligations

Types of Licences

Sportsfields are utilised by numerous clubs and user groups. It is expected that all clubs and users will be accommodating and respectful of each other. Seasonal clubs cannot sublet Council sports facilities. All users must apply to Council. All season licence holders must share the facility with other user groups approved by Council.

When hiring a Council managed sportsfield, it is the responsibility of the casual hirer, school or agency to maintain cleanliness. Failure to maintain facility standards may result in refusal of future applications.

Licensed sports clubs have a responsibility to inspect toilet facilities after use. When toilet facilities are not left clean and tidy, photographic evidence (date and time stamped) is to be reported to Council within 7 days from inspection as per clause 5.6 of the Sports Facility Licence Agreement.

Seasonal Licences

Seasonal licences are for clubs operating during the summer or winter season for training and competition days. Clubs can apply for a licence by completing the Sports Field Usage - SEASONAL Summer/Winter application.

The summer licence season is from the 1 April to 30 September and the winter licence season is from 1 October to 31 March.

Applications must be received a minimum of 4 weeks prior to the beginning of the season. It is important to submit applications on time to ensure licences can be sent and returned prior to the start of the season. Shared facilities are impacted when applications are late.

Once all applications are received, Council will issue a licence agreement. This licence agreement is to be signed and the entire document returned to Council immediately. A reply paid envelope is supplied and a '**COPY**' is provided for the clubs records.

Upon receipt of the signed licence agreement, the responsible council officer will sign the licence to validate the agreement. This will then be registered to keep as a record.

Use of Council sports fields without a valid licence agreement will negate any insurance policy hence the importance of finalising licences prior to the commencement of the season.

An invoice is then issued allowing 28 days for payment. Interest will accrue after this time if payment has not been received.

Casual Licences

A casual licence covers any gala, carnival, coaching or tournament days. Casual hire can either be in 2 hour periods or all day hire.

Applications must be received at least four (4) weeks prior to the event if no fee is required and a minimum of ten (10) weeks prior to the event if fees are applicable. Fees must be paid prior to the All applications must have a current certificate of currency. Complete the Sports Field Usage - Casual (not schools) application form.

For season licence holders, if the event occurs during a seasonal licence period then no fee applies as this is covered under the seasonal licence. If the hire occurs outside of the seasonal licence period then a separate licence application is required and the relevant casual hire fee or turf wicket preparation fee applies.

If your event is postponed contact Recreation Services on 02 6670 2615 to discuss an alternate date.

Schools and Government Organisations

All schools and government organisations use the Sports Field Usage – Schools and Government Agencies application form. Insurance does not need to be submitted due to the requirement for all schools and government organisations to have an ongoing insurance policy.

Only one booking can be made per event, no back up bookings. If your event is postponed contact Recreation Services on 02 6670 2615 to discuss an alternate date.

Only one application is to be submitted for interschool carnivals and regional events, eg. PSSA or zone carnival days etc. Schools are to liaise with each other and nominate one applicant per application. Please ensure the school details are completed and the activity mentions PSSA etc.

Applications

Sports field usage applications are located on Council's website from the home page under the Quick Links Navigation Menu and clicking on the Council Forms button. Alternatively type the following link into the search field <http://www.tweed.nsw.gov.au/Forms>. When the page populates, scroll down the page to the heading Recreation Forms for the relevant season or casual application form.

Applications for a season licence must be received a minimum of four (4) weeks prior to the beginning of use, especially when shared usage is required. Casual applications are required a minimum of four (4) weeks prior to use or ten (10) weeks if fees apply.

Season licence holders will have an email sent prior as a reminder that the season licence applications are due.

Forms are available and can be completed and submitted online. A current certificate of currency must be uploaded as proof of the clubs insurance policy.

Filling in the form

Season licences

All fields that contain an * are mandatory fields. The form will not submit if they are not completed.

Season licence applications have a checkbox for either Winter season; Summer season or 8 week licence. The 8 week licence is for pre and post season training, six-a-side competitions etc.

A2 Club Details section of the application requires the *Name of Club* to be reflective of the name insured on the insurance policy. Please ensure that the name on the application and insurance policy are the same.

A2 also requires the number of senior and junior members. Council reports on the number of sports field users to assist with future management of the facilities.

A3 Contact Details section requires all key holders to be listed. If a club has no keys please insert 'No Keys' into this field. If committee members change, the keys must be returned to the club for the new committee member.

A6 Public Liability section firstly requires the clubs Certificate of Incorporation number. This is not an insurance policy number. Refer to the NSW Department of Fair Trading website www.fairtrading.nsw.gov.au or phone on 13 32 20 for further information.

A copy of public liability insurance must be uploaded otherwise the application will not be able to submit. Please ensure that the coverage of the policy is current.

Casual licences

Casual licences are required a minimum of ten (10) weeks prior to usage if fees are applicable. An invoice can take up to 20 working days to issue and payment must be made prior to the issue of the licence. Fee options are single day or 2 hour period for sportsfield usage and turf wicket preparation fees where applicable.

Only one activity can be applied per application however several sports fields or range of dates for that one activity can be applied for on a single application.

The required sports field can be selected from the drop down. The usage details for day of the week, date, start and finish times can be entered. As per the image below.

Applicants must contact the relevant sports field licence holder/s to advise of their usage and request access to facilities. Contact details are listed on the community directory on Council's website <http://www.tweed.nsw.gov.au/CommunityDirectory>

Day/s Required *
Please provide sports field and day/time information below. To add another day and/or sports field, click on '+ Add Another Day/Sports field'

Sports Field	<input type="text" value="Les Cave Oval"/>	▼	Day	<input type="text" value="Wednesday"/>	Date	<input type="text" value="16/05/2018"/>	Start Time	<input type="text" value="3.30pm"/>	Finish Time	<input type="text" value="5.30pm"/>
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[+ Add Another Day/Sports field](#)

If the same sports field is required for another day (ie 2 day gala event) or if another sports field for the same day is required than click the [+Add Another Day/Sports field](#).

Schools and Government Agencies

Council's website lists the name of each sportsfield and the sports played at that facility on the Sportsfield page <http://www.tweed.nsw.gov.au/Sportsfields>

Schools and agencies must contact the relevant sports field licence holder/s to advise of their usage and request access to facilities. Contact details are listed on the community directory on Council's website <http://www.tweed.nsw.gov.au/CommunityDirectory>

A licence over the field allows the use of Council owned facilities which include the field, toilet and canteen. The equipment in the canteen belongs to the club and it is at the discretion of the club as to whether this equipment can be used or not.

It is the schools or agencies responsibility to maintain cleanliness. Failure to maintain facility standards may result in refusal of future applications. Licenced sports clubs have a responsibility to inspect toilet facilities after use. When toilet facilities are not left clean and tidy, photographic evidence (date and time stamped) is to be reported to Council within 7 days from inspection as per clause 5.6 of the Sports Facility Licence Agreement.

If the sport is to be in a park (ie for cross country) please complete the above form and select Other in Sports Field then the name of the park in the Notes section. Please do not use the Casual Park Hire application.

There are two options for the days required. A range of dates or whole school terms can be selected.

To select a range of dates, click the Request a range of dates radio button. The required information will populate.

Select the required sports field and day of the week. This can be selected for regular sport every week for a short period of time. Additional sports fields can be added as required for the same sport if for a different period of time.

The examples below show the different variations of the application form.

Day/s Required *
Please provide sports field and day/time information below. To add another day and/or sports field, click on '+ Add Another Day/Sports field'

Sports Field Day Date Start Time Finish Time

[+ Add Another Day/Sports field](#)

This option is for single use

Day/s Required *

Request a range of dates; or
 Request a whole school term or terms

Please provide sports field and day/time information below. To add another day and/or sports field, click on '+ Add Another Day/Sports field'

Sports Field	Day(s) of Week	From Date	To Date	Start Time	Finish Time
<input type="text" value="Barry Sheppard Field"/>	<input type="text" value="Monday to Friday"/>	<input type="text" value="14/05/2018"/>	<input type="text" value="18/05/2018"/>	<input type="text" value="11.00am"/>	<input type="text" value="1.00pm"/>

[+ Add Another Day/Sports field](#)

This example shows the option for the use of a sports field for a period of one week

Day/s Required *

Request a range of dates; or
 Request a whole school term or terms

Please provide sports field and day/time information below. To add another day and/or sports field, click on '+ Add Another Day/Sports field'

Sports Field	Day(s) of Week	From Date	To Date	Start Time	Finish Time
<input type="text" value="Jim Devine Field"/>	<input type="text" value="Tuesday"/>	<input type="text" value="15/05/2018"/>	<input type="text" value="15/05/2018"/>	<input type="text" value="9.30am"/>	<input type="text" value="1.30pm"/>
<input type="text" value="Queens Park"/>	<input type="text" value="Tuesday"/>	<input type="text" value="15/05/2018"/>	<input type="text" value="15/05/2018"/>	<input type="text" value="10.00am"/>	<input type="text" value="1.00pm"/>

[+ Add Another Day/Sports field](#)

This option is for multiple fields for one day. Times can be the same or vary.

Please note that multiple days or fields on the one application is for the one event and does not include a back-up booking. This option is for Regular School Sport, School Play or if training days are required.

To select a school term, click in the Request a whole school term or terms radio button. The required information will populate. This option can be used for regular school sport or school play options.

Select the required sports field and the day of the week. Select which school term/s apply and the start / finish times.

Additional fields can be selected for the same event if occurring on different days.

Option for Term selection

Day/s Required *

Request a range of dates; or
 Request a whole school term or terms

Please provide sports field and day/time information below. To add another day and/or sports field, click on '+ Add Another Day/Sports field'

Sports Field	Day(s) of Week	School Terms	Start Time	Finish Time
Please select <input type="text"/>	<input type="text"/>	<input type="checkbox"/> Term 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	<input type="text"/>	<input type="text"/>

[+ Add Another Day/Sports field](#)

Navigating the Community Directory

Access to sports fields is from the relevant licenced club. The contact details for all licenced clubs can be found on the Community Directory page of Council's website. In instances where there is no season licenced holder than arrangements can be made through Council.

To find the relevant club contact details, navigate to the community directory <http://www.tweed.nsw.gov.au/CommunityDirectory> and select Sports from the dropdown list in the *and/or by Category* field then select a *subcategory* from the dropdown list. Click the Search button. The search results will appear underneath showing all fields where a particular sport is played.

Search our Directory

Search by Organisation Name:

and/or by Category...:

Subcategory (optional):

- Select a Subcategory ...
- AFL
- Athletics
- Baseball
- Basketball
- Boxing
- Cricket
- Croquet
- Equestrian
- Hockey
- Netball
- Oztag
- Rifle
- Rowing
- Rugby League
- Rugby Union
- Soccer
- Softball
- Tennis
- Touch Football

Search our Directory

Search by Organisation Name:

and/or by Category...:

Subcategory (optional):

The example shown below is the result of the search above. Only one field has athletics.

Please click on the Organisation Name in the list below for further detail.

ORGANISATION DETAILS

[Tweed Little Athletics Centre Inc](#)

Walter Peate Reserve

Last update: 24/05/2018 11:44:14 AM

Click on the name of the organisation to view the contact details (as shown below).

Request removal Request changes

Tweed Little Athletics Centre Inc

Walter Peate Reserve

Enquiries

info@tweedlac.org.au

Andrew Barkworth
Centre Manager
0416 072 375 (Mobile)
arb375@gmail.com

Sheree Scott
Secretary
0417 599 029 (Mobile)
info@tweedlac.org.au

Address Details

Walter Peate Field
Wommin Bay Road
KINGSCLIFF NSW 2487

Fees and Charges

Fees for season licences are based on 20% cost recovery of field maintenance costs across all of Council managed fields.

For seasonal licences, a club with sole use of a field will pay the full seasonal licence fee. Where fields are shared, the licence fee is shared equally by the field licensees.

Casual fees are based on either a 2 hour block or full day use.

A fee for Turf wicket preparation and maintenance applies.

For current fees please refer to Sports Grounds on Councils Fees and Charges page on Council's internet <http://www.tweed.nsw.gov.au/FeesAndCharges>. Fees and charges apply from 1 July to 30 June each respective financial year.

Season licences are invoiced after the signed agreement is received by Council. Invoices for casual use are issued within 20 working days and payment is required prior to the issue of the approval.

Insurance

A Certificate of Currency must be provided to Council with the submission of an application. The club or applicant is responsible for supplying an updated certificate of currency upon renewal or if you change insurers during a current season. Failure to provide a Certificate of Currency will negate your licence.

Clubs are to have a public liability insurance policy with a minimum of (\$20) twenty million dollars in the joint names of Tweed Shire Council and the insured. This insurance should include a "Cross Liability" Clause, and preferably a Waiver of Subrogation. Please refer to the clubs insurer for further information.

Contents Insurance must also be taken and kept current to cover all equipment associated with the clubs activities related to the canteen and clubhouse.

Insurance policies must be held for the duration of the licence or hire period for use of Council owned and managed sports fields.

Please refer to the clubs insurance provider for further details.

Access to Buildings

As a Council owned building, Council must be able to access all areas of all buildings at any time. Access is required for routine inspection and maintenance.

Clubs are responsible for all keys that access any Council building, gate, lighting boxes, padlocks etc. Clubs are responsible for collection of keys upon the change-over of committee members or when members leave the club.

Replacement or additional keys can be arranged through Council at a cost to the club.

In the occurrence of a security breach the licenced club can install new locks and keys. A set of keys **MUST** be supplied to Council immediately. Any breach in security must also be reported to Council within two (2) days.

Other organisations such as schools, sporting bodies, other government agencies or commercial sporting business are required to contact the season licence holder to arrange access to facilities for different sporting events prior to submitting their application.

Club contact details are located on the Community Directory page of council's website. The contact details provided on the application form are the details uploaded to this webpage.

It is advisable for clubs to have a specific PO Box, email address and designated number. This will provide a continual point of contact when there is a change-over of committee members.

Certificate of Incorporation Number

Generally not-for-profit sport and recreation clubs incorporate under State or Territory legislation known as the Associations Incorporations Act. This provides the incorporated association with a legal identity separate from its members.

Incorporation is not compulsory, however always seek advice from a solicitor, accountant, governing or funding body if incorporation is appropriate.

Incorporation has many benefits as well as obligations which include annual reporting, maintaining minutes, proper financial and membership records and registers.

Information relating to a clubs incorporation number can be found on the NSW Incorporated Associations Register of the NSW Department of Fair Trading. If you are unsure of your clubs Incorporation number, you can find it here <http://associationspr.fairtrading.nsw.gov.au/> This number is required in section A6 of the season licence application form.

For more information about incorporation please refer to:

NSW Department of Fair Trading

http://www.fairtrading.nsw.gov.au/ftw/Cooperatives_and_associations/About_associations.page?

For clubs incorporated outside New South Wales, please refer to that state or territories legislation. A link can be found on the Australian Government Sports Commission website.

The Australian Government Sports Commission

https://www.ausport.gov.au/supporting/clubs/resource_library/starting_a_club/incorporation

Miscellaneous

User Responsibilities

All user groups regardless of being a season licence holder with a single or shared use or casual licence holder, must ensure the cleanliness of all aspects of the facility.

School groups or organisations requiring the use of facilities MUST contact the licenced season holder/s to arrange for access to the facilities. All users must keep the sportsfields and facilities in a clean and tidy manner. Cleaning is the responsibility of the user.

Season licences do not allow for sub-letting of premises. All requests for use are to be directed to Council's Recreation Services Unit.

All users are to report damage or building maintenance to Council. Season licence holders can complete Appendix 1A or Appendix 1B Maintenance Inspection Sheet of the Licence Agreement.

Wet Weather

During times of wet weather, some sportsfields may be closed to prevent damage to the playing surface. Depending on the amount of water and weather conditions will depend on how long a playing field will remain closed.

The decision to close and open sports fields are determined by Council's Sports Field Officer.

Check Council's website <http://www.tweed.nsw.gov.au/> for the status of a sports field. Navigate to the Service Information menu at the bottom right of the Home page, click on Sportsfield Closures. Alternatively under this menu is the Smart Phone App for mobile devices. Click on Community Facilities then Sportsfields.

This will advise the last time the sportsfield status was updated. Clubs and casual users should always refer to this website during times of in-climate weather to manage training and competition days.

Sale of Alcohol

Clubs must obtain a liquor licence from the NSW Department of Liquor and Gaming for the sale of alcohol. Whether alcohol is supplied or purchased, the Responsible Service of Alcohol must be complied with. For more information call 1300 024 720 or email info@lqns@justice.nsw.gov.au or to renew or apply for a liquor licence, submit an application form online at <http://www.liquorandgaming.nsw.gov.au/>.

References

General

Council's Homepage - <http://www.tweed.nsw.gov.au/>
Sportsfield Information - <http://www.tweed.nsw.gov.au/Sportsfields>
Community Directory - <http://www.tweed.nsw.gov.au/CommunityDirectory>
Fees and Charges - <http://www.tweed.nsw.gov.au/FeesAndCharges>
All Application Forms (under Recreation Services) -
<http://www.tweed.nsw.gov.au/FeesAndCharges>

Licence users

Application Form -
<http://www.tweed.nsw.gov.au/Controls/Forms/Documents/SportsFieldUsage.aspx>

School / government agencies

Application form -
<http://www.tweed.nsw.gov.au/Controls/Forms/Documents/SportsFieldUsageSchool.aspx>

Casual users

Application form -
<http://www.tweed.nsw.gov.au/Controls/Forms/Documents/SportsFieldUsageCasual.aspx>

Miscellaneous

Department of Fair Trading
<http://associationspr.fairtrading.nsw.gov.au/>
[http://www.fairtrading.nsw.gov.au/ftw/Cooperatives and associations/About associations.p
age?](http://www.fairtrading.nsw.gov.au/ftw/Cooperatives_and_associations/About_associations.page?)

Australian Government Sports Commission
https://www.ausport.gov.au/supporting/clubs/resource_library/starting_a_club/incorporation

NSW Department of Liquor and Gaming

info@lgns@justice.nsw.gov.au
<http://www.liquorandgaming.nsw.gov.au/>

Attachments

Attached are some checklists to help with the process associated with using sports fields. Please print a copy of the relevant page to have on hand for each booking if required.

Checklist for schools and Government Agencies

- Contact the licenced club/s for access to facilities and ensure there is no conflict of use. Club contact details are available under community directory on Council's website <http://www.tweed.nsw.gov.au/CommunityDirectory>
- Contact Council to check the availability of the date and time for a sportsfield. A tentative booking can be made. Council can be contacted on 02 6670 2615.
- Complete the Sports Field Usage – Schools and Government Agencies application form. Please submit a minimum of 10 working days prior to use.
 - No back up bookings can be made.
- Ensure you have a copy available on the day if requested by a Council officer. A printed or electronic copy is suitable.
 - The applicant can forward a copy of the approval to other schools in relation to multiple school use ie Inter school competition, PSSA, FNC School sports etc if required.
- Check Council's website for Sportsfield closures <http://www.tweed.nsw.gov.au/> and click on Sports Field Closures on the Service Information menu.
 - You can download the app to save time.
- For sports field closures call Council on the day of closure to rebook. There is no requirement to resubmit an application.

Checklist for Casual Use

- Contact the licenced club/s for access to facilities and ensure there is no conflict of use. Club contact details are available under community directory on Council's website <http://www.tweed.nsw.gov.au/CommunityDirectory>
- Contact Council to make a tentative booking and check the availability of the date and time? Council can be contacted on 02 6670 2615
- Complete the Sports Field Usage – Casual application form. Please submit a minimum of 10 weeks prior to use.
 - If the application is under 10 weeks please be aware that payment is required prior to the issue of a licence
- Ensure that the Certificate of Currency for Public Liability is attached. This must be valid for the term of use otherwise a copy of the renewed policy is required prior to the issue of the licence.
- An invoice will be issued (this can take up to 20 working days to issue).
Payment must be received prior to the issue of the licence.
- Ensure you have a copy available on the day if requested by a Council officer. A printed or electronic copy is suitable.
- Check Council's website for Sportsfield closures <http://www.tweed.nsw.gov.au/> and click on Sports Field Closures on the Service Information menu.
 - You can download the app to save time.
- For sports field closures call Council on the day of closure to rebook an alternate date
There is no requirement to resubmit an application.
- If the Public Liability insurance policy expires during the approval period, a copy of the renewed policy **MUST** be sent to Council **ASAP** to ensure coverage.*
 - *If Council do not have a copy of a current policy it is deemed that there is no coverage.*

Checklist for Seasonal Use

- Complete **ALL** fields of the Sports Field Usage – SEASONAL Summer/Winter application form. Council are to receive:
 - Summer applications by 1 September
 - Winter applications by 1 March
- The Certificate of incorporation number is not the insurance policy number. This is issued by NSW Department Fair Trading. eg INC0101010
Refer to the Department of Fair Trading to find this
http://www.fairtrading.nsw.gov.au/ftw/Cooperatives_and_associations/About_associations.page?
- Ensure that a current Certificate of Currency for Public Liability is attached. This must be valid for the term of the licence otherwise a copy of the renewed policy is required.
- Licences will be posted after **ALL** applications have been received.
 - Shared fields require all applications to submitted on time to ensure that the relevant usage fees are applied
 - *Late applications cause delays to other users*
 - Licences must be issued and returned to Council **prior** to the start of each relevant season (*not each individual sport season as this varies*)
 - Summer licence by 30 September
 - Winter licence by 31 March
- Read and Sign the licence agreement.
- Return signed original to Council in the supplied Reply Paid envelope.
- An invoice will be issued (this can take up to 20 working days to issue).
Payment terms are 28 days. Interest will accrue after this period.
- Check Council's website for Sportsfield closures <http://www.tweed.nsw.gov.au/> and click on Sports Field Closures on the Service Information menu.
 - You can download the app to save time.
- If the Public Liability insurance policy expires prior to the season or during the approval period, a copy of the renewed policy **MUST** be sent to Council **ASAP** to ensure coverage.*
 - *If Council do not have a copy of a current policy it is deemed that there is no coverage.*
- All committee members are to be aware of the procedure and timeframes.
 - It is the responsibility of each club to ensure any new committee members are made aware of the process.



Customer Service | 1300 292 872 | (02) 6670 2400

tsc@tweed.nsw.gov.au
www.tweed.nsw.gov.au

Fax (02) 6670 2429
PO Box 816
Murwillumbah NSW 2484