Chandler's Ford Parish Council

Fees and Charges Policy

This policy sets out how the Parish Council establishes and reviews fees and charges to ensure they are fair, transparent, support and safeguard the delivery of services.

General Policy

Responsibility for setting fees and charges rests with the Asset Management Committee, in accordance with its Delegated Terms of Reference.

In setting fees and charges, the Council will consider the cost of providing those services, the benefits to the local community and the need to balance affordability with financial sustainability.

Fees and charges will be set at levels appropriate to the nature and purpose of each discretionary service. This may include commercial rates, cost recovery, subsidised or nominal charges, or where appropriate, no charge. Statutory charges will be applied where required.

Fees and charges for discretionary activities will be reviewed annually as part of the Council's budget setting process. In general, increases will reflect inflation, unless there is a clear justification for setting a different level.

Income from fees and charges will contribute towards the cost of providing services and may also support the creation of appropriate reserves.

Collection of Fees and Charges

Wherever possible, fees and charges will be collected in advance or at the point the service is provided.

For regular hirers across Hiltingbury Sportshall and Fryern Pavilion, including clubs and coaches, invoices will be issued monthly, in arrears. Payment is due within 30 days of the invoice date. A 'regular hirer' is deemed as being a hirer with multiple bookings per calendar month with established booking commitment for future months.

All other charges will be in line with **Appendix A – Fees and Charges 2026**

Cancellations and Refunds

Cancellations will only be refunded if greater than 24 hours written notice has been provided. In some cases, an administrative charge may apply. Further information is contained within the booking forms for the relevant activities.

Where a booking is cancelled after payment has been received, the refunded balance will be returned to the customer's account, for future use. In the event that a full account refund is requested, monies will only be refunded to the account holder named on the original booking.

Appendix One – Fees and Charges 2026

Allotment Fees

Allotment Rod	£11	Annually
Admin fee for new tenants	£30	One off payment
Key deposit – if required	£10 / £30	Refunded when tenancy ceases

An allotment rod measures 25.2 square metres.
Fees are charged annually for tenancies between 1 October and 31 September.
If new tenancy starts within last six months of term, fees pro rata'd.
Payment of annual fees determines the plot holder to have accepted terms and conditions of tenancy.

Football Pitch Fees

Fryern		
9 x 9	AFC Hiltingbury	£21.63
Training Grids	Per three hour booking	£18.02
Senior Pitch	AFC Hiltingbury Juniors	£21.63
	AFC Hiltingbury Seniors	£43.24
	Other	£55.00

Hiltingbury		
Training Grids	Per three hour booking	£18.02
Senior Pitch	AFC Hiltingbury Juniors	£21.63
	AFC Hiltingbury Seniors	£43.24
	Others	£55.00
Senior Pitch 2	AFC Hiltingbury Juniors	£21.63
	AFC Hiltingbury Seniors	£43.24
	Others	£55.00

Both sites have changing rooms that are available within above charges.

Fryern Pavilion Room Hire

Room Name	**Charges**	**Rate per**
Large Greenways	£12.60	Hour
Small Greenways	£8.40	Hour
Combined Greenways	£21	Hour
- Greenways Kitchen	£10	Per booking
- Greenways AV system	£10	Per booking
Clanfield	£15	Hour
- Clanfield Kitchen	£5	Per booking
- Clanfield AV system	£10	Per booking
Craven	£5	Hour

Registered charities receive a 20% discount on the above rates, upon evidence of charity registration.

Hiltingbury Sportshall

Activity	Cost per hour – OFF PEAK	Cost per hour – PEAK
50+ Get active morning	**£5.00**	**£5.00**
Pickleball – Venue Led Sessions	**£5.00**	**£5.00**
Basketball - 1-on-1 – half hall hire	**£21.00**	**£30.00**
Basketball – full court hire	**£42.00**	**£60.00**
Netball - half hall hire	**£21.00**	**£30.00**
Netball – full hall hire	**£42.00**	**£60.00**
Badminton – per court	**£9.00**	**£12.00**
Sports Hall Hire (Five-a-Side Football)	**£42.00**	**£60.00**
Futsal – half hall hire	**£21.00**	**£30.00**
Futsal – full hall hire	**£42.00**	**£60.00**
Pickleball	**£9.00**	**£12.00**
Short Mat Bowls	**£9.00**	**£12.00**
Soft Tennis	**£9.00**	**£12.00**
Table Tennis	**£4.00**	**£4.50**
Volleyball – full hall hire	**£42.00**	**£60.00**

Studios – per hour	**Off Peak**	**Peak**
Studio 1	£27	£30
Studio 2	£12.90	£12.90

Peak Hours are Monday to Friday 4pm till close
Day times and weekends are Off Peak

Tennis		
Annual Membership	£20	12 months membership from date of registration
Access Gate Card	£15	Non refundable – purchased once at registration
Coaches	£5	Per hour court booking
Hiltingbury Tennis Club	£2.19	Per hour court booking

Printing and Photocopying

All copies are charged in line with the Publication Scheme, as published on the Parish Council website at 10p per sheet.

The printing of Borough Council bin collection calendars for residents is without charge, at discretion of the Parish Clerk.

Policy Version – F&C2026
Reviewed by Policy and Finance – 8 June 2026
Adopted by Full Council – 22 June 2026
Date for next review – June 2028