

# Venue terms of use



We aim to make your booking and tennis experience as easy and straightforward as possible, so it's important that you take a little time to read the following terms & conditions of using our venue for tennis court hire.

## **Tennis purposes only**

The facilities are only to be used for the purpose of recreational tennis. Professional coaching on the tennis courts may not take place, other than by approved persons, who have prior agreement with the committee. You are not permitted to use the venue for any other activity without prior agreement from the venue.

## **Access to the venue**

Access to the tennis courts will be only be permitted for the court and times stated within your booking confirmation. You will be provided with a PIN that will be valid during this time and permit you access via the main gate entrance. You will use the pin pad to enter the provided PIN, the pad will light green and the gate can then be opened. Your PIN will be active for 10 minutes prior to your booking time and expire 10 minutes after your booking time. If the gate is already open or unlocked, you must still enter your PIN prior to entering the facility. Failure to do so may result in other automated services such as lighting not operating as intended for your booking time.

## **Lighting**

For times where court lighting is required, the lights will commence warming up just prior to your court booking. If lights have not come on by the start of your court booking, please ensure you enter your PIN at the gate. Lights will take 10-15 minutes to warm-up completely so it is recommended that you arrive 10 minutes prior to your booking if you wish to have lights warmed-up in time.

## **Pricing**

The cost of the booking is as listed at the time of booking.

## **Refund Policy**

You may cancel your booking by logging in to your account. Cancellations made prior to 24 hours before the booking will receive a refund to the credit card provided at the time of booking. In the case of late cancellations, inclement weather or other factors restricting your access to the courts, please contact the club to confirm the refund policy. The club will have full discretion on whether a refund will be provided for any cancellations made within 24 hours of your booking. The club reserves the right to cancel your bookings at any time, in the circumstances where the club cancels your booking you will be offered an alternative booking time and/or be provided a refund for your booking.

## **Children**

Children under the age of 16 must be supervised by an adult at all times whilst using the venue.

## **Safety**

It is a condition that users of the tennis courts undertake to use the facilities in a safe and cautious manner at all times and acknowledge that use is at their own risk. By booking a court online with us, you are covered within Tennis Australia's national insurance program. For more information refer to <http://www.tennis.com.au/clubs/national-insurance-program>

## **Player Etiquette**

Please take all your rubbish with you and leave the tennis courts and facilities tidy for the next players to use and enjoy. There is to be no eating of food on the courts. Early morning and late evening players please be mindful of the local residents who live nearby. Try to keep noise on the court to a minimum.

## **No Smoking Policy**

In the interests of Public Health and comfort, smoking is not permitted within the venue, including courts.