

## Terms and Conditions – Court Hire

### General

Southend Tennis Centre (STC) aims to provide a positive sporting environment for the benefit of all members of the community. STC is committed to the health, welfare and wellbeing of its players, supporters and families.

STC reserves the right to make price changes without notice. Please be aware that STC also reserves the right to reassign a court due to tournament or event requirements. Prepaid court hire bookings take precedence over other bookings. It is the customer's responsibility to provide evidence of their booking.

Only STC Tennis Coaches are permitted to conduct coaching sessions unless permission is granted by the Senior Tennis Coach. No baskets of balls are permitted for court hire bookings; there is a maximum of eight balls per court unless permission is granted.

Customers must only play within their allocated booking times. Additional court fees apply if customers extend their booking. Additional fees also apply to the use of extra courts.

### Wet Weather

In the event of rain, you are required to call STC to find out if the courts are playable. The status of the courts as playable or unplayable will be determined by STC staff only. If STC deems the courts unplayable prior to the start or within the first twenty (20) minutes of a casual or permanent booking, customers will receive a centre credit.

### Extreme Heat

Players may continue with their booking in extreme heat at their own risk. If requested, credit for a booking will be given when the temperature is over 35°C at the time of the booking.

### Safety

STC encourages sun safe practices and regular hydration. Players are encouraged to wear sunscreen, a hat and protective clothing, and bring a water bottle.

### Contact Details

It is your responsibility to ensure that STC has your current contact details.

### Casual Court Hire Bookings

Casual court hire bookings can be made via the Southend Tennis website, over the phone, or in person at the centre. We encourage website bookings where possible, as this will allow you to select your preferred court and time slot.

**Payment:** Website bookings are paid online when making the booking. Phone or walk-up bookings must be paid for by card or cash before the booking commences.

**Cancellations:** Twenty-four (24) hours' notice is required for the cancellation of a casual court hire booking. There is no refund for cancellation, however, a centre credit will be given to be used for a future booking if the required notice is given. Centre credits expire after six (6) months. It is the customer's responsibility to use the credit before its expiration date.

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## Terms and Conditions – Court Hire (*continued*)

### Permanent Court Hire

Permanent bookings can be made over the phone or in person at STC. All permanent bookings must be for a minimum of four (4) weeks.

**Payment:** To receive the permanent booking rate, payment for four (4) sessions must be paid in advance of the first session. Please advise STC staff on your fourth session if you wish to continue your permanent booking and make arrangements to pay for your next four sessions before they commence.

**One-off cancellations:** Customers with a permanent booking must provide a minimum of twenty-four (24) hours' notice of cancellation to receive a centre credit.

### Code of Conduct

All customers, players and supporters at STC have a responsibility to conduct themselves in an appropriate manner, consistent with the following Code of Conduct:

- Respect every player or supporter regardless of their gender, age, ability, cultural background or religion
- Play by the rules and encourage fair play
- Be respectful in dealings with officials, coaches, players and supporters
- Engage in positive behaviour
- Do not use abusive language
- Appropriate tennis attire and suitable sports shoes (no black soles) must be worn when using the courts
- Be considerate of the safety and wellbeing of other players
- Respect the policies and practices of Tennis NSW.

Any person who does not abide by this Code of Conduct can be asked to leave STC. STC reserves the right to decline or cancel court hire bookings by players who have breached the code of conduct.

*Dated: 24 October 2015*