

# Camperdown Tennis Terms and Conditions – General

## Cleanliness of our centre:

- No eating on the courts and please ensure you use bins provided (all off court) for the disposal of rubbish
- Ensure the courts are clean and tidy for the next players to use and enjoy.

## Respecting our neighbours:

- There are residential dwellings nearby.
- We respect the amenity of our nearby residents and we ask the same of our players. Any inappropriate behaviour reported to the Camperdown Tennis team will lead to forfeiture of the use of the court(s).

## Parking:

- Parking is the responsibility of those using the centre.
- No parking is provided by Camperdown Tennis in conjunction with any class or court hire.

## Unbooked time on courts:

- Time extensions and use of additional unbooked courts is not free of charge. Contact our office to pay the applicable court hire fees.

## Unauthorised access:

- Our centre has security monitoring, including CCTV. Any unauthorised access detected by our monitoring systems, will be reported to police.

## Unauthorised coaching:

- Camperdown Tennis reserves the right to cancel any booking it deems is used for tennis coaching not offered in conjunction with Camperdown Tennis programs and competitions.

## No smoking!

- Camperdown Tennis is strictly a non-smoking facility.

# Camperdown Tennis Terms and Conditions – All Coached Programmes and Competitions

## Course Enrolment

### 1. Unplayable weather

- As with all outdoor activity, our programmes are subject to the weather. Only Camperdown Tennis can determine if a class will not proceed due to the weather conditions.
- For children's lessons, in the event of unplayable weather for tennis, our coaches run a structured programme of activities under the all-weather canopy at the Centre. For football, futsal and basketball, there are no make up sessions.
- For adult lessons, if a tennis session is cancelled due to unplayable weather, Camperdown Tennis will advise you of the time and date of the make-up session week. It is your obligation to attend the re-scheduled make up session. In the event of an inability to attend, Camperdown Tennis offers a range of other options. Credits and refunds will only be considered in the most extreme of circumstances.

### 2. Advertised dates, times and coaches of our courses and competitions

- While Camperdown Tennis classes and competitions proceed on the basis of the advertised dates, times and coaches of courses, at times these may be subject to change.
- When this is the case, all reasonable attempts will be made to contact you via SMS, email and telephone, however, confirmation of starting time and venue remains the responsibility of the person enrolling or playing.
- Our coaching courses and competitions require a minimum number to proceed. Camperdown Tennis will send a courtesy email to confirm the course or competition is going ahead and a courtesy email and SMS if the course or competition is being cancelled.
- If you do not receive the courtesy email or SMS confirmation two days before the start date, it is the students' responsibility to contact Camperdown Tennis to confirm the course or competition is going ahead.
- At all times, it is the student and players responsibility to check the course/competition starting date, time and venue. In the event the course or competition is cancelled by Camperdown Tennis due to low enrolments, the course fee will be refunded to the students.

**Please Note:** Whilst every effort is made to ensure the advertised coach is available for all lessons and competitions, however, illness, accident and misadventure do occur and we ask for your patience and cooperation at times when a stand-in coach is required.

### 3. Withdrawing from your enrolment or competition

- Approval to withdraw from your enrolment or competition will only be considered when Camperdown Tennis receives at least five working days' notice.
- Please choose your course and/or competition carefully as a course refund will be given only when we have received at least five working days' notice before the commencement of the first session of the course and/or competition

- A \$25 administration fee will be charged for processing a refund for a course, and a \$100 fee for competitions. If you provide less than five working days' notice, no refund will be available. Please note that changes to work commitments or personal circumstances outside of the above conditions will not be considered as grounds for a refund.

#### 4. Transfers

- You may transfer to another class provided you have given at least five working days notice before the commencement of the first session of the course, there are spaces available and your transfer does not disrupt the class into which you are transferring.
- Transfers of competitions are not permitted.
- If you provide less than five working days' notice, no transfer to other courses will be available. Please note that changes to student's work commitments or personal circumstances outside of the above conditions will not be considered as grounds for a transfer.
- Enrolments in our courses and/or competitions are not transferrable to another person.

### **Camperdown Tennis Terms and Conditions – All Coached Programmes for children's courses:**

- Size class is at the discretion of Camperdown Tennis
- Payment is required to secure a place in any programme
- Please choose carefully as enrolments in the children's programmes are not transferable to another child
- Once payment has been made no refunds are available
- A transfer to another programme is possible provided that there are spaces available
- All programmes run irrespective of weather conditions, unless you receive a text message from Camperdown Tennis advising otherwise. If a session is cancelled due to rain, you will be advised of the details of a make-up session. Only Camperdown Tennis can call off any session.

### **Camperdown Tennis Terms and Conditions – All Coached Programmes for adult's courses:**

- Size class is at the discretion of Camperdown Tennis
- Payment is required to secure your place
- Enrolments in courses are not transferable to another person; It is the player's responsibility to attend the program sessions. If a session is missed it cannot be made up at another date or time
- Once payment has been made, changes to a player's work commitments or personal circumstances will not be considered as grounds for a refund

- A transfer to another programme is possible provided there are spaces available
- All programmes run irrespective of weather conditions, unless you receive a text message from Camperdown Tennis advising otherwise. If a session is cancelled due to rain, you will be advised of the details of a make-up session. Only Camperdown Tennis can call off any session.

## Camperdown Tennis Court Hire Bookings - Terms & Conditions

By providing an online booking system, we are endeavouring to keep this booking process as simple as possible. Please take the time to read the following Terms & Conditions to understand how Camperdown Tennis Centre manages bookings and events.

### 1. Cancellation Policy

Please contact Camperdown Tennis on 9559 0055 in the event of any court booking cancellations.

#### Casual Court Hire Bookings

- Online court bookings must be made before 5pm for evening play. Any bookings made after this time for the same evening will not be honoured.
- Minimum 24 hours cancellation notice for casual court hire (Please try to give as much notice as you can so your court time or place can be used by another player.)
- **RAIN** – In the event of rain, you are required to call the centre, we will advise if the courts are playable. Failure to do so will result in being charged for the court hire.
- For all bookings that are affected by unplayable weather or have been cancelled in the required space of time, Camperdown Tennis will grant a court credit.
- Camperdown Tennis court credits expire after three months (90 days) from the time the initial credit is granted or until such a time as Camperdown Tennis ceases trading/operating at its present location. Camperdown Tennis does not refund any unused court credits. The onus is on players to use credits within the specified time period.
- A minimum of 24 hours cancellation notice for Permanent Court Hire or Special event bookings, Camperdown Tennis offers is required. (Please try to give as much notice as you can so your place can be used by another player.)

#### Wet Weather

- Private lessons are on regardless of weather or forecasts. It is your responsibility to contact Camperdown Tennis one hour prior to lesson commencement confirming if coaching is on. It is your responsibility to ensure Camperdown Tennis has all your relevant current contact details.
- If less than half the normal lesson time is completed due to rain, then the unused portion of the lesson will be credited or made up.
- Hot shots program & Group lessons – Camperdown Tennis reserves the right to combine activities or classes on wet weather days. These sessions cannot be credited or deducted from fees and it is your obligation to attend the rescheduled make-up lesson time.

- All lessons – lessons that are washed out after over half the allotted time has been completed will count as a full lesson.

## 2. Booking a court

- Camperdown Tennis reserves the right to: Make price changes without notice. Cancel any booking at short notice. (The Centre will contact you and re-assign a different time or give a refund if deemed appropriate). Re-assign a court other than the court which has been booked specifically online or otherwise.
- Camperdown Tennis requires pre-payment for all Permanent and casual bookings.
- The Centre does not take responsibility for booking conflicts. Pre-paid bookings take precedence over any booking claim. It is the client's responsibility to provide evidence of any booking claim. Where the Centre is found to be in error, it will do its utmost to rectify the situation. However please note that Camperdown Tennis reserves the right to cancel any booking at short notice.
- The use of our bookings system is for individual use only & is not re-saleable. Coaches are not permitted to book courts without prior permission from Camperdown Tennis. Commercial Rates may apply. Event Management Companies must apply in writing to Camperdown Tennis outlining the exact details of the event that is to be held, before any booking considerations can be made.
- Extending your booking is not free of charge. Please check with the office first. If you have booked a court for an hour and play over the allotted time, additional court hire fees apply. This will be charged at the pre-paid rate in 30 minute amounts.
- Using an extra court or courts is not free of charge. Please check with the office first. If you happen to be playing doubles and decide to play singles because the court next to you is vacant, additional court hire fees apply. This will be charged at the pre-paid rate for that time period divided by the amount of time used.
- Racquet and Equipment Hire  
Camperdown Tennis offer tennis racquets and tennis balls free of charge. We require a current NSW drivers licence prior to hiring any of our equipment
- Permanent Bookings that have been granted are only done so on the condition that the client understands the booking is not an indefinite fixture and may be needed by the Camperdown Tennis at a later date. Camperdown Tennis takes precedence over any booking.

## Camperdown Tennis Court Hire Bookings - Permanent Court Hire

### 1. Payments

- To secure your booking pay for your full allocation block in advance

### 2. Payments

- To be made when booking is requested.

3. One-off cancellations:

- A minimum 24 hour cancellation notice period is required to allow for court re-booking.

4. No Shows and last minute cancellations will not be credited

5. Rain

- In the event of rain, you are required to call the centre, we will advise if the courts are playable. Failure to do so will result in being charged for the court hire.

6. Cancellations

- 4 weeks-notice of cancellation of booking is required.
- Camperdown Tennis reserves the right to cancel any permanent bookings in the event of a breach of these terms and conditions.