

## TERMS & CONDITIONS

We like to keep your booking and tennis experience as easy and straight forward as possible. The tennis courts are available for hire 7 days a week for individual use for both members and non-members.

### OFFICE HOURS

- ≡ Monday to Friday: 8:00pm to 9:00pm (lights out 10:30pm)
- ≡ Saturday & Sunday: 8:00pm to 6:00pm (lights out 10:30pm)
- ≡ Public Holidays: 4:00pm to 7:00pm
- ≡ Office Closed: Easter Friday & Christmas Contact: Ph **07 3367 8585** e: [emerson@tennisgear.com.au](mailto:emerson@tennisgear.com.au)
- ≡ Inclement Weather: Office Hours may change without notice due to adverse weather conditions. If the weather looks uncertain you must call our office for a determination on the playability of the courts.

### MEMBERSHIP

- ≡ The tennis facilities are open to the public for your enjoyment. Membership is not a requirement to play on the tennis courts.
- ≡ Annual Membership only costs \$12 (per Calendar Year). Members enjoy a range of special pricing and benefits as shown below.
- ≡ If you would like to join as a member please contact our office.

#### Benefits include:

- ≡ - Better court hire rates - *save up to \$9 per hour!*
- ≡ - Cheaper adult program fees - *save \$7.50 per session*
- ≡ - More affordable Social Tennis and Club Sessions - *save \$7.50 per session*
- ≡ - Slashed pro-shop and restring prices - *10% off everything, storewide!*
- ≡ - Reduced holiday clinic price - *\$10 off per day*
- ≡ - Tennis Queensland membership - *valued at \$99*
- ≡ - Personal accident insurance - *up to \$50 million*
- ≡ ... and many more benefits!

	MEMBERS	GENERAL PUBLIC
COURT HIRE - DAY	\$16.00	\$25.00
COURT HIRE - EVENING*	\$21.00	\$30.00

SOCIAL TENNIS - DAY	\$12.00	\$20.00
SOCIAL TENNIS - EVENING*	\$15.00	\$23.00

*\*Evening rates apply for any bookings from 5pm onwards*

*\* All transactions are processed are inclusive of GST and credit card fees unless otherwise stated*

## PLAYER CODE OF CONDUCT & ETIQUETTE

- ⌘ Players must follow staff directions at all times.
- ⌘ Aggressive behaviour towards staff or other players will not be tolerated.
- ⌘ Non-marking shoes are a condition of use at this facility.
- ⌘ Staff Members may request players to change shoes if incorrect footwear is being worn.
- ⌘ The Roy Emerson Tennis Centre has a well equipped pro-shop that offers inexpensive tennis shoes for sale if who don't have the right footwear.
- ⌘ In the interests of Public Health and comfort, smoking is not permitted at the facility.
- ⌘ Please take all your rubbish with you and leave the tennis courts, change rooms and bathrooms clean and tidy for the next player to use and enjoy.
- ⌘ Early morning and late evening players please be mindful of the local residents who live nearby. Try to keep loud conversation and outbursts on court to a minimum.
- ⌘ Respect our environment and take your old ball cans and empty drink bottles home where you can for re-cycling!

## CANCELLATION POLICY **important please read**

- ⌘ Credits are non refundable.
- ⌘ In the event you find the courts wet at the beginning of your booking, it starts raining during your booking or there is heavy dew on the courts please be aware that you play on the courts at your own discretion. A Credit is provided if you consider the courts unplayable.
- ⌘ Court Hire Monday to Friday **6hrs** cancellation notice.
- ⌘ Court Hire Weekends and Public Holidays **6hrs** cancellation notice.
- ⌘ Permanent Bookings **24hrs** cancellation notice.
- ⌘ No shows & last minute cancellations cannot and will not be credited.
- ⌘ Player Credits have a 6 month expiry date from the date the credit is created.
- ⌘ Credits can be used to purchase Kiosk & Pro Shop Items & all tennis related services e.g. Court Hire, Group Classes, Social Tennis, Private Tuition, Weeknight Comps & Club Competitions etc.
- ⌘ Players may transfer credits to other if they so wish.
- ⌘ Tennisgear Management Pty Ltd does not give cash or credit card refunds for court hire, event cancellations and Pro-Shop purchases in the event a player cancels or changes their mind.

## CHANGES TO PLAYERS COURT BOOKINGS

Tennisgear Management Pty Ltd reserves the right to:

- ⌘ Make price changes without notice.
- ⌘ Cancel booking at short notice. (A staff member 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.
- ≡ While we take all care to ensure our booking system is correct at all times, we do not take responsibility for any booking conflicts.
- ≡ Pre-paid confirmed bookings take precedence over any booking claim that is not in our Tennis Court Management System.
- ≡ It is the customer' s responsibility to provide evidence of any booking claim.

### **COMMERCIAL BOOKINGS**

- ≡ Use of the bookings system is for private only & is not re-saleable.
- ≡ Tennis Coaches are not permitted to book courts for commercial use or conduct any coaching related activity.
- ≡ Members are not permitted to book courts for non TennisGear coaches to conduct lessons.
- ≡ Friends/family coaching friends/family is not permitted without prior consent from management.
- ≡ Event Management Companies must apply in writing outlining the exact details of the event that is to be held, before any booking considerations can be made.
- ≡ We reserve the right to cancel any booking deemed to be used for tennis coaching or commercial purposes without compensation to the customer or member in question.

### **TIME EXTENSIONS**

- ≡ 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 an extra 20 minutes additional court hire fees apply.
- ≡ Using additional courts that are not booked and paid for is not free of charge. Please check with the office first - if a group of 4 players decide to play singles because the court adjacent is vacant, additional court hire fees will apply.