



## Terms & Conditions

### General Use of Tennis on 11<sup>th</sup> and Memberships

#### General

- Anyone using the courts must comply with these conditions of entry and follow instructions displayed within the facility or given by Tennis on 11<sup>th</sup> or it's nominees.
- Tennis on 11th reserves the right to close the courts at any time without notice in an emergency or during inclement weather.
- Any damage or health and safety concerns must be promptly reported to [admin@tennison11th.com](mailto:admin@tennison11th.com).
- No illegal or offensive substances or items, weapons or sharp objects are permitted.
- No animals permitted on or in the fenced court area.
- You enter and use the facility at your own risk.

#### Membership

- Membership is valid for the 12-month period 1 February through 31 January each year.
- Membership Includes Tennis QLD Registration & all discounts associated with Tennis QLD Membership
- Membership Includes Tennis on 11th discounted court hire, discounted rates for social tennis, weeknight competitions & pro-shop items plus member only specials advertised from time to time
- Membership is non-refundable
- Membership cannot be cancelled and carried over to the next year
- Members are not permitted to book courts, social tennis and competitions on behalf of non-members to obtain discounted rates

#### Bookings

- You must use the tennis facilities in accordance with your booking, and strictly only between the times and on the dates specified in your booking.
- You'll be given a unique PIN to access the courts. You'll use the same pin for any court booking you make. Your PIN will only start working 15 minutes before your booking starts. Court lighting will automatically turn on with bookings made for night times, and will turn off automatically at the conclusion of the booking time.
- Courts are available 365 days of the year, and are open
  - Day hire times are set from 7.00am - 5.00pm
  - Night hire times from 5.00pm - 10.30pm

- Tennis on 11th reserves the right to:
  - 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.
  
- Tennis on 11th requires pre-payment for all bookings.
- Tennis on 11th does not take responsibility for booking conflicts. In the event there is a double booking, pre-paid bookings take precedence over any booking claim. It is the client's responsibility to provide evidence of any booking claim. Where the Tennis on 11th is found to be in error, it will do its utmost to promptly rectify the situation.
- Commercial Bookings - Use of the bookings system is for individual use only and is not re-saleable.
- Extending your booking is **not free of charge**. If you have booked a court for an hour and play any extra time, additional court hire fees apply. You must proceed to the office where you will be charged at the pre-paid rate for that time period divided by the amount of time that has been used.
  
- Using an extra court(s) is **not free of charge**. If you happen to be playing doubles and decide to play singles because the court next to you is vacant, additional court hire fees will apply. You must proceed to the office where you will be charged at the pre-paid rate for that time period divided by the amount of time used.
- Members are not permitted to book courts/events for non-members to obtain the discount rate for friends, family and colleagues. The correct non-member rate will be applied to the booking.
- Permanent Bookings that have been granted are only done so on the condition that players understand such a booking is not an indefinite fixture and may be needed by Tennis on 11th at a later date.
- All permanent bookings require each player to be a member of Tennis on 11<sup>th</sup>.
- Tennis on 11<sup>th</sup> operations takes precedence over any booking.

## **Payment and Refund Policy**

Tennis central operates the facility known as Tennis On 11<sup>th</sup> (11<sup>th</sup> avenue, Palm Beach, Qld) The following Payment and Refund Policy applies to Tennis On 11<sup>th</sup> and to any other venues that Tennis Central run operations.

### **General**

Tennis Central will offer a refund or credit to patrons in the circumstances listed below. Tennis Central Management reserve the right to provide refunds/credits based on individual circumstances.

Payments for lessons, camps and other activities can be taken up to 30 days prior to the scheduled bookings or commencement of program.

### **Private Lessons**

Casual Private lessons are pre-paid and arranged on an individual basis in advance. If a patron is unable to make an individual lesson due to unforeseen circumstances, 24-hour notice is required and alternative time will be negotiated. If a patron does not attend an individual lesson and no prior notice is given to Tennis Central Staff, no refund or make up lesson will be given.

### **Group Lessons**

Tennis Central requires that payments for weekly term lesson programs are paid IN FULL prior to week 1 of each term or an EZI-DEBIT payment contract be signed that will allow for fortnightly payments.

If payment or payment arrangement has not been received prior to the start of term, it may jeopardise your child's place in the group lesson.

Tennis Central will not provide a make-up is a child misses a lesson due to previous obligations or illness.

If a child misses three or more lessons in a row due to a medical issue and Tennis Central Management has been given notice about non-attendance, Tennis Central will provide a credit or refund to the amount of the missed lessons. Management reserves the right to request a medical certificate in certain circumstances.

If you have enrolled and fully paid for your child to attend a group lesson and want to cancel enrolment prior to the commencement of the first lesson, Tennis central will offer a credit to the value of the program/service paid for. The credit can be used for any future programs

or services. A \$25 administration fee is required if the refund takes the form of cash or credit card.

### **Court Hire**

Tennis central implements an online court booking system. If a patron has booked a court and does not attend, no refund will be offered. If the weather is inclement and courts deemed unplayable, a credit for the amount pre-paid will be offered to the patron. The credit will appear on the customer's user profile when accessing bookings on the Tennis on 11<sup>th</sup> Website.

### **Policy Review**

Tennis Central will review and update this policy on a regular basis. It can be viewed at [www.tennison11th.com](http://www.tennison11th.com)

## **Privacy Policy**

Tennis Central operates the tennis facility know as Tennis on 11<sup>th</sup> (Eleventh Avenue, Palm Beach, Qld)

The following Privacy Policy applies to both Tennis on 11<sup>th</sup> and tennis programs conducted at other venues operated by Tennis Central.

At Tennis Central we respect your personal information and treat it accordingly. We want to ensure that any personal information that is collected by Tennis Central complies with current Australian Privacy Legislation and as such this policy is reviewed and updated regularly. The following information will outline the Tennis Central Privacy Policy and how personal information is managed. The privacy Policy refers and applies to any online or offline contact with Tennis central including mail correspondence, personal contact or online via our website. The policy will be available to the public via the Tennis On 11<sup>th</sup> website [www.tennison11th.com](http://www.tennison11th.com).

## **What information is collected?**

Tennis central will collect information when you register online or in person for memberships, attendance at holiday camps, lessons or other services that Tennis central offers to customers.

The details collected may include the following: name, address, date of birth, postal address, email address, and emergency contacts such as next of kin. The personal information collected may be stored electronically and on hard file. Tennis central will ensure that any personal information is kept securely, and only available to administration staff for the express purposes listed below.

## **What do we us your personal information for?**

When you attend any activity that Tennis central offer such as lessons, social tennis, court hire, holiday camps and special events, we will collect and hold your personal information for the following purposes: -

- Informing you of changes to scheduled activities, cancellations or rearrangements due to inclement weather or other unforeseen circumstances;
- Updating and informing you about upcoming activities, programs, news and events with Tennis Central;
- Informing you other relevant information and events such as tournaments, activities or other opportunities supported by Tennis central;
- Sending invoices for services provided to you;

- Tennis Central may also use collected information to improve our customer service and website.

### **Online Payments**

Tennis Central provides a secure third party gateway for online credit card payments including court hire, membership, lesson payments and other services available with Tennis Central. Personal information for payments using a credit card in person, or over the phone will be deleted from our records online payment has been authorised.

### **Marketing**

Tennis Central may use your information to update you on news, activities and other new services available. This may include mailing or emailing brochures, flyers and newsletters. Please send a written request directly to tennis central at the address below if you prefer not to receive such correspondence.

Tennis Central will not disclose your personal information to other companies. We may pass your personal information to Tennis Queensland and/or Tennis Australia when you participate in one of their programs such as ANZ Hot Shots.

We may give access to our databases to non-employees so that they can provide business services to Tennis Central (such as invoicing and administration). Any non-employee who is given access to personal information will be required to sign a confidentiality agreement prohibiting the use of customer's personal information other than for Tennis Central business.

### **Photographs and Videos**

Tennis Central may take photographs and videos of patrons when at the centre for promotional and educational purposes (eg: for the website, promotional flyers, social media, coach education). If you do not want your image or your child's image used, please notify Tennis Central in writing. [admin@tennison11th.com](mailto:admin@tennison11th.com)

Removing your Personal information from our database

If you if you know longer want to remain on the Tennis Central Data base please email [admin@tennison11th.com](mailto:admin@tennison11th.com) for immediate removal.



## **General**

Tennis Central Terms and Conditions @ Tennis On 11<sup>th</sup> (Eleventh Avenue, Palm Beach, Qld)

The following Terms and Conditions apply to Tennis On 11<sup>th</sup>.

Tennis Central aims to provide a positive sporting environment for the benefit of all members of the community.

## **Conditions of Entry to the facility**

Tennis central management has the right to refuse to or request patrons to leave the facility in circumstances for reasons relating to Occupational Health and Safety for individuals and other patrons.

Such instances where Tennis Central Management may refuse entry or request patrons to leave may include: Patrons who are behaving or maybe likely to behave in such a manner that may affect the enjoyment of other patrons or visitors; use behaviour or language that is threatening or abusive; or be acting under the influence of alcohol or drugs in a manner that is dangerous to self or others. Patrons, visitors and members must comply with the directions and requests of Tennis Central staff at all times.

## **Enrolment**

We encourage you to call or email Tennis central to discuss the best enrolment option for you or your child.

Bookings for afterschool program should be made by email; [admin@tennison11th.com](mailto:admin@tennison11th.com) or by speaking to our friendly pro shop staff to ensure that we place your child in the appropriate group.

Coaching programs are run in line with the state school annual timetable.

## **Membership**

It is compulsory that all Tennis central coaching students are members of Tennis On 11<sup>th</sup> Inc. this membership is an annual payment and can be paid via [www.tennison11th.com](http://www.tennison11th.com) through the club's secure gateway or paid by cash at the pro shop (2017 fee - \$20) NO EFTPOS.

## **Safety**

Tennis Central encourages sun safe practices and regular hydration. Players are encouraged to wear sunscreen, a hat and protective clothing and take a water bottle onto the court.

## **Payment**

Payment is required prior to the commencement of lessons. Placement in coaching programs is not secure until payment is received in full.

Below are the 2 payment options we offer:

1. Fees payable by the term made payable through the link emailed to you on the invoice (Tennis Central provide a secure third party gateway for online credit card payments including court hire, lessons and other services available at Tennis Central)
2. Ezidebit – fortnightly payments (please see our pro shop staff to administer this service) You will receive a copy of the EZY- DEBIT contract.

## **Inclement Weather**

We will do everything possible to run our programs as scheduled. However, weather may force us to cancel. Decisions to cancel will generally not be made until immediately prior to the scheduled lesson commencement time. We will send an SMS and a notification to TEAM APP (<https://tennison11th.teamapp.com>) notifying you of any cancellations prior to your scheduled time. If you commence your lesson and it rains before the halfway time of the lesson, you are eligible for a make-up lesson. If you go past the half way time of the lesson, this lesson will count and continued with our indoor program.

## **Make- Up lessons**

Make up lessons due to inclement weather should be arranged ASAP after cancellation notification. Make-up lessons must be taken during the current term. Lessons or credits are not carried over the following term.

## **Public Holidays**

We do not coach on public holidays. If you are enrolled in a class that falls on a public holiday you will not be charged for that lesson.



### **Class Ratio**

<b>Program</b>	<b>Average Student to Coach ratio</b>
RED Hotshots	6
ORANGE Hotshots	7
GREEN Hotshots	7
YELLOW SQUAD	8
ELITE SQUAD	6
PRIVATE LESSONS	You can cap your own number

### **Parent Participation**

Tennis Central Coaches and Staff encourage parents to watch, however we ask that parents do not enter the court unless requested by the coach. We encourage parents to get involved with their child's progress and we offer FREE advice on other tennis related activities you can do to fast track your child's development.

### **Policy Review**

Tennis Central will review and update this policy on a regular basis. It can be viewed at [www.tennison11th.com](http://www.tennison11th.com) or via our TEAM APP.