

# Court Booking – Terms & Conditions

## 1. General Terms & Conditions

- 1.1. In making a court hire booking (Court Hire), the Customer (You) agree to the following terms and conditions set out here by Mahurangi East Tennis Club (METC).
- 1.2. The tennis courts 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 the prior written agreement of METC. You are not permitted to use the tennis courts for any activity other than recreational tennis without prior written agreement of METC.
- 1.3. All Bookings are subject to METC Code of Conduct Policy (clause 4 in this document).
- 1.4. METC reserves the right to:
  - 1.4.1. Change these Terms and Conditions at any time.
  - 1.4.2. Cancel any booking at short notice
  - 1.4.3. Reassign a Customer to a court other than the court that was originally booked.

## 2. Court Hire Bookings

- 2.1. All bookings must be made online at <https://clubspark.kiwi/mahurangieasttennisclub/Booking/>. If required, payment can be processed via credit card.
- 2.2. Please provide the names of all players under the booking. Members may have guests, but they are required to pay a fee. The Club expects transparency, honesty and commitment from members in recording their guest players.
- 2.3. responsibility to collect and reimburse guest fees. We encourage all court users to become members.
- 2.4. Access to the tennis courts will only be permitted for the date and time specified within your booking confirmation. Bookings will be provided with a PIN code that will enable access to the court via the gate entrance, at the date and time specified within your booking confirmation. Your PIN will be active for 10 minutes prior to your booking time and expire 10 minutes after your booking time. If the gate entrance is already open entering the pin will not be necessary. Upon completion of your booking please ensure all gates are closed.
- 2.5. Players who decide to stay on court past their allocated booking time should book that extra time online before proceeding. You agree to be charged an additional amount in accordance with METC court booking fees for every additional 30 minutes, or part thereof, of use of the tennis courts.
- 2.6. In the event of heavy rain, You may cancel your booking by advising a club committee member or text/phone the number provided in the receipt email. If play has not yet commenced or has stopped before 50% of the booking period is over, the

payment for the Court Hire may be refunded. If the Customer does not notify the club within a reasonable timeframe, payment will not be refunded.

### **3. Refunds**

- 3.1.** If You, either through your own choice or because you are unable to do so (through no fault on the part of METC), do not attend your Court Hire, You will not be entitled to a refund.
- 3.2.** Refunds will be granted for:
  - 3.2.1.** Bookings cancelled by METC at short notice.
  - 3.2.2.** Court Hire that has been cancelled by you providing a minimum of 24 hours notice.
  - 3.2.3.** The event of rain making the outdoor courts unsafe for play, and subject to clause 2.4.

### **4. Code of Conduct**

- 4.1.** METC endeavours to create a safe sporting environment. All Customers and visitors are expected to behave appropriately for the safety of themselves and others.
- 4.2.** You, The Customer, is responsible for the behaviour of any guests that attend the booking with you.
- 4.3.** Acceptable attire is to be worn (e.g. Non-marking, fully enclosed shoes, no clothes with messaging or images in poor taste).
- 4.4.** All conduct and behaviour whilst using the facilities is to be of a high publicly acceptable standard. Any behaviour considered unacceptable by METC or its representatives will result in the person being asked to leave the facility.
- 4.5.** Alcoholic beverages are not permitted on the Tennis Courts
- 4.6.** Glass containers and food are not permitted on the tennis courts.
- 4.7.** Courts are only available for your use within the time slot that is booked. Please ensure that you leave your court on time. The completion of a point is permissible but the completion of a game (or set) is not.
- 4.8.** At the completion of your court hire booking please ensure the court area is left tidy and removing all rubbish.
- 4.9.** Users of the tennis courts must not damage, deface or mark any part of the venue. You agree that you will be fully responsible and liable to METC for any damage caused by you, or your guests, to the venue. Any damage, intentional or accidental, to the facility must be reported to a METC committee member immediately. METC reserves the right to direct the costs of the repairs to You or the person responsible for the damage.