

Shuttle Masters Inc. Terms and Conditions

Disclaimer

Please read the terms and conditions thoroughly prior to participating in any event organised by the Shuttle Masters Inc. group.

Privacy policy

Shuttle Masters Inc. respects your privacy and is committed to safeguarding the privacy of any personal information that is provided to us. Shuttle Masters Inc.'s privacy policy is available [here](#).

Child Safe Policy

Shuttle Masters Inc.'s child safe policy is in progress. Please note we do not advertise to children to play.

Terms and conditions of Shuttle Masters Inc.

By becoming a member and/or participating in all events organised by the Shuttle Masters Inc., you agree to abide by the following terms and conditions:

- You agree that your participation is voluntary.
- You agree to assume any risks associated with participating in any event that you signed up for, and hosted by Shuttle Masters Inc., and release Shuttle Masters Inc. from any and all claims of death, damage and/or injury that may be a result of participation, including damage to property that may have been caused by any participant. The release is without any limitations and includes any personal injury fees, attorney's fees and any other losses that might occur to the participant.
- You agree to accept responsibility for your valuables and/or possessions that you bring to all events organised by Shuttle Masters Inc.
- You agree to abide by these safety tips:
 - ❖ please stay home if you are unwell or experiencing cold/flu symptoms or if you have recently returned from overseas and please also advise organisers of the same
 - ❖ finish off a game without shaking hands or high-fives
 - ❖ if sharing racquets, please disinfect before and after use to avoid infection
 - ❖ avoid sharing water bottles
 - ❖ bring your own towel and keep it away from other bags
 - ❖ please wash your hands before and after games
 - ❖ please also refer to the [Department of Health's website](#).
- **For new members, you will be provided a 7 day cooling off period to cancel membership with Shuttle Masters Inc. Membership cancellations within this 7 day period will be eligible for a refund. Membership cancellations after the 7 days period will not receive any refunds.**
- **You agree that, if you cannot attend an event after paying, you will notify 48 hours prior to the event and the organisers can provide you credit/refund (whatever you choose) for the next available event(s) only if replacement is available.**
- **In the event of emergency / injury / sickness (24 hours prior to the event), please notify the organisers and a credit will be arranged for the next available event only if replacement is available. No refund will be provided.**

- **Any cancellations within 0 – 24 hours of the event will not be eligible for credit/refund.**
- **Refund Policy (If cancelled 48+ hour before the session):**
 - A credit can be provided for a future event, if preferred.
 - If a refund is requested, the card surcharge fee (\$1.80 per booking/event) will be deducted.
 - Members will receive \$9.20 (from the \$11 event fee)
 - Non-members will receive \$14.20 (from the \$16 event fee)
- **In the event of a cancellation, the waitlist will move according to first-come-first-serve basis (FCFS).**
- **You agree that your slot is secured only when you pay for the session.**
- You agree to your personal information being utilised by Shuttle Masters Inc. to communicate your participation for events and for membership purposes and in accordance with the [Privacy Policy](#).
- You agree that your photo may be utilised in our social media page. If you do not consent to your photo being utilised, please fill out this [form](#).
- You agree to abide by the [Victorian Government's Fair Play Code](#).
- You agree to comply with all rules and regulations set by the organisers as well as the venue of all events by Shuttle Masters Inc.
- You agree to receive any medical attention that may be deemed necessary by the organisers, in the event of any injury and as a result of participating in any event organised by Shuttle Masters Inc.
- You agree that this waiver agreement remains in full force and that participation in all events organised by Shuttle Masters Inc. is subject to agreement to the terms and conditions.
- This waiver is governed by the laws of the State of Victoria.

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