

West Harbour Tennis Club Terms and Conditions

1. General Terms & Conditions

1.1 In making a court hire booking (Court Hire), the Customer agrees to the following terms and conditions (Terms and Conditions) set out here by West Harbour Tennis Club (WHTC).

1.2 All Bookings are subject WHTC's Code of Conduct Policy.

1.3 Court hire rates displayed on the booking sheet and are subject to change at WHTC's discretion.

1.4 Full payment must be received by WHTC prior to the booking being confirmed. The purchase of Court Hire online will be confirmed by WHTC issuing a confirmation email to the Customer.

1.5 WHTC reserves the right to:

1.5.1 Change these Terms and Conditions at any time

1.5.2 Cancel any booking at short notice

1.5.3 Reassign a Customer a court other than the court that was originally booked.

2. Casual Court Hire Bookings

2.1 All bookings must be made online at <https://clubspark.kiwi/westharbourtennisclub>

2.2 Bookings may be made, subject to availability, up to 10 days in advance for a maximum of 2 hours per booking and up to 4 bookings in the period.

2.3 Bookings may be extended (in length or by number of courts), subject to availability, in 30-minute increments.

2.4 Customers may cancel their booking online through "manage my booking" up to 2 hours before the booking commences. Cancellations made less than 2 hours prior to the booking shall not be entitled to a refund.

2.5 In the event of rain making the courts unplayable, the customer must cancel their booking more than 2 hours prior to booking time to receive a refund. Failure to follow this process will result in the customer being charged for the court hire.

3. Refunds

3.1 If the Customer either through their own choice or because they are unable to do so (through no fault on the part of WHTC) does not attend their Court Hire, the Customer will not be entitled to a refund.

3.2 Refunds will be granted for:

3.2.1 Bookings cancelled by WHTC at short notice.

3.2.2 Pre-paid Court Hire that has been cancelled by customer's providing a minimum of 2 hours' notice.

3.2.3 In the event of rain making the outdoor courts unsafe for play, and subject to clause 2.5, the court hire charge for a pre-paid court booking will be refunded

4. Code of Conduct Policy

4.1 WHTC endeavors to create a safe sporting environment. All club customers and visitors are expected to behave appropriately for the safety of themselves and others.

4.2 Acceptable attire is to be worn (e.g. no clothes with messaging or images in poor taste).

4.3 Any damage, intentional or accidental, to the facility must be reported to westharbourtennisclub@gmail.com immediately. WHTC reserves the right to direct the costs of the repairs to the customer responsible for the damage.

4.4 All conduct and behavior whilst using the facilities is to be of a high publicly acceptable standard. Any behavior considered unacceptable by centre staff will result in the person being asked to leave the facility.

4.5 Non-marking tennis footwear must be worn on the tennis courts.

4.6 Alcoholic beverages are not permitted onsite.

4.7 Glass containers and food are not permitted on the tennis courts.

4.8 Courts are only available for your use within the 30-minute time slot booked and paid for. 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.

4.9 At the completion of your court hire booking please ensure the court area is left tidy by placing all rubbish in the bins