



Venue terms of use

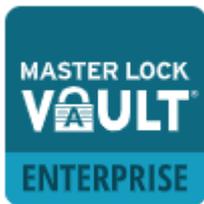
Thank you for choosing the Officer tennis courts to play tennis. We welcome you to our venue and please ensure you read and understand the venue terms and conditions of use not only for your own enjoyment and safety but also for other users to use and enjoy.

Terms and Conditions

Access to the venue

Access to the tennis courts will only be permitted for the court, date and time specified within your booking confirmation.

Members will be required to download the Master Lock Vault App to gain access to the courts. User credentials will have been provided previously via email for this App.



Members will wake the padlock up by pushing the centre of the lock and then unlocking it via the App. It is a requirement that Bluetooth be enabled on your phone to access this function. Padlock is latched to Court 5 & 6 gate. Please ensure the lock is re-latched prior to leaving the facility.

Non-members will be provided with a temporary code that will enable access via Court 5 & 6 gate entrance on the date and time specified within your booking confirmation.



The code will be made up of directional arrows (up, down, left & right), you enter the code by waking the lock up by pushing the centre and then pushing the 4 surrounding directional buttons in the same order as your code. The lock will automatically unlock and then you can open the padlock. Your code will be active for 10 minutes prior to your booking time and expire 10 minutes after your booking time. Please ensure the lock is re-latched prior to leaving the facility.

Lighting

Hitting under lights is only available when courts are open for coaching and night competition, generally Monday, Tuesday, Wednesday and Thursday evenings during school terms. Check the schedule when booking your court.

Pricing

The court booking fee is set by the Club for hire for 30 minutes per booking. Payment for all bookings must be made in advance. You agree to be charged an additional amount in accordance with the Club's court booking fees for every additional half (1/2) hour, or part thereof, of use of the tennis courts at the venue.

Refund Policy

You may cancel your booking by logging into your 'Book a Court' profile. Cancellations made up to 6 hours before the time booked to play tennis will receive a refund to the credit card provided for the booking. Club has absolute discretion on whether to provide a refund for any cancellations made within 6 hours of the time booked to play tennis. Club reserves the right to cancel your booking at any time for any reason whatsoever. If Club cancels your booking you have the option to reschedule your booking to an alternative time or be provided with a refund.



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Tennis purposes only

You are not permitted to use the tennis courts at the venue for any activity other than recreational tennis. Professional coaching on the tennis courts may not take place, other than by Club coaches or approved persons, who have the prior written agreement from the Club.

Children

Children under the age of 16 must be supervised by an adult at all times during their use of the venue.

Damage

All 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 Club for any damage caused by you to the venue.

Other users

You agree that you must ensure all users of the venue included as part of your booking comply with these terms and conditions. You agree that you will remain fully responsible and liable to the Club under these terms and conditions for any breach of these terms and conditions by any user of the venue included as part of your booking.

Safety

It is a condition that users of the tennis courts undertake to use the facilities in a safe and cautious manner at all times. In wet weather conditions, use the squeegees (hanging on fence) to remove water from court surface before start of play to ensure safe conditions of play. Ensure squeegees are placed back on the fence after use.

Risk Warning

You acknowledge that by using the tennis courts you will be exposed to certain risks, including the risk of physical injury, and that use of the tennis courts is entirely at your own risk. You have voluntarily read and understood this risk warning and accept and assume the inherent risks in use of the tennis courts.

Player Etiquette

Please take your rubbish, old ball cans and empty drink bottles home for disposal/recycling or place in the bins provided at the Club and leave the tennis courts and facilities tidy for the next players to use and enjoy. In the interest of public health, smoking is not permitted within the venue, including on the tennis courts.

Footwear

All players must wear non-marking (no black sole) sports shoes to preserve the courts. Players may be asked to change shoes if wearing incorrect footwear.

Privacy

You consent to the collection, storage, use and disclosure of your personal information in accordance with the tennis [privacy statement](#) and the tennis [privacy policy](#).

COVID Guidelines

You acknowledge that you have read and will follow the latest [COVID guidelines for the venue \(Officer Tennis Club\)](#).