



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

This 9-digit PIN is auto-generated and given to you at the time you book a court online, also by confirmation email and SMS, if SMS is requested.

Please note the following IMPORTANT steps:

1. Press any button on the keypad to wake the Igloo padlock up. Key in the 9-digit PIN then press the UNLOCK key (last button on the bottom right of padlock).
2. The status indicator will flash GREEN twice and sound 4 short beeps (ascending) once unlocked – pull out the shackle from the padlock to open.
3. Place lock on fence unlocked for the duration of your booking. If another person has booked a court alongside your court and the padlock is on fence unlocked that person still needs to enter their PIN for their booking so the system can track user access because the gate is already unlocked.
4. Please be sure the padlock is facing up and re-locked after each use.
5. The PIN will change for every additional booking you make.

Lighting

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

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 always be supervised by an adult while at the venue.



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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 \(Officer Tennis Club\)](#).