

Pakenham Regional Tennis Centre (PRTC) Book a Court Terms and Conditions

Welcome to Pakenham Regional Tennis Centre (PRTC) online court booking system terms and conditions. The below outlines the conditions of entry and use of PRTC courts and facilities. Please make yourself and other players/spectators participating/attending with you aware of the below conditions.

COVID-19 – Guidelines -As of 1/10/2021

Due to social distancing and Government restrictions, further terms and conditions must be adhered to while using Book-A-Court.

COVID SAFE PROTOCOLS

To continue providing a safe environment for our customers and staff, a number of COVID Safe protocols will remain in place, including:

QR CONTACT TRACING

- All patrons must sign-in using the Services Victoria app prior to entering the facility or court area.

FACE MASKS

- Must be worn by all patrons unless medically exempt and to only remove it if:
 - o Participating in tennis related activity

VACCINATIONS

- Court limit of 2 players if both are not fully vaccinated
- Court limit of up to 5 players if all are fully vaccinated (or exempt)



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General:

- One person in per code entered into the gate, the gate must be fully closed after each person enters and the next pin code must be entered before a second patron can enter.
- **If the gate is already open or unlocked, you must still enter your PIN prior to entering the facility.**
- You may be liable for any damage of the facility while your booking is conducted.
- Your personal details may be given to police in the event damage is to occur to assist with investigations.
- You may not give your log in details and access pin to others for use, you may be liable for any damage that occurs if you do so.
- All bookings may be checked via CCTV to ensure the patrons making the booking are the ones using the facility.
- No coaching is to be conducted when booking the court online. Recreational coaching of a friend or family member will be accepted. No coaching is to be conducted by an external business at any time.
- There is to be no use of the playground outside of PRTC staffed hours.
- No smoking is allowed inside the facility.
- Rubbish must be disposed of correctly into designated bins.
- Early morning and late evening players please be mindful of the local residents who live nearby. Try to keep noise on the court to a minimum.
- Children under 10 years must be accompanied into the centre by a responsible adult over the age of 16 years and actively supervised at all times while in the centre. All children must be actively supervised if attending with a parent or guardian.
- No alcohol, drug, weapons, glass or other breakable objects are permitted on the premises.
- No animals other than guide, hearing and assistance dogs are permitted on the premises.
- Patrons must not use anti-social behaviour or behave offensively.
- Personal belongings are the responsibility of the owner.
- Neither the facility management nor Cardinia Shire Council accepts any responsibility whatsoever for any losses, including personal injury to patrons or losses arising out of personal property being stolen from within the centre.
- The capture of your memorable moments on camera is welcomed. However, these photos or videos must be limited to your family and friends and should not include anyone who does not consent to their image being captured. Any photography or filming of other patrons must be approved by a member of staff.
- Cameras must not be used in change rooms.
- Patrons must obey all signs displayed on the premises and follow direction given by staff of either the facility management or Cardinia Shire Council.
- By entering the centre, patrons agree for their image, likeness or voice to be used as part of any recording or photography by the facility manager or Council.
- Patrons are advised that the centre is fitted with electronic surveillance and patrons may be filmed throughout the centre.





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In the event of an emergency:

- Please make yourself familiar with the below emergency evacuation plan in case of an emergency.



EMERGENCY EVACUATION DIAGRAM

Regional Tennis Centre, Webster Way, Pakenham, Version 2, 8th March 2018



- In case of an emergency you have access to an onsite external defibrillator, this device is only be used in case of emergency.
- If you require medical assistance or emergency services please dial 000
- If you require assistance on site from our security company for any minor issues please dial 1300 365 368 (this is for non-emergency service related issues)
- The closest hospital is Casey hospital, located at: 62-70 Kangan Dr, Berwick VIC 3806
- Pakenham Regional Tennis Centre is located at 11 Webster Way Pakenham, 3810

No play conditions:

- Courts are deemed unfit for play in the event there is any water on the court surface. A refund may be given depending on the time of rain. This will be at the centre's discretion.
- Play is not to be undertaken if there is a breach of any Tennis Australia Extreme Weather policy. The policy can be found at: <https://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies>
- See the refunds section for more details about when refunds will be given.





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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 and acknowledge that use is at their own risk. By booking a court online with us, you are covered within Tennis Australia's national insurance program. For more information refer to <http://www.tennis.com.au/clubs/national-insurance-program>

Refunds/cancelations:

- A member or patron may cancel a booking up until 24 hours before the commencement of their booking without having to pay a fee.
- If a booking is to be cancelled within 24 hours of the booking time then a 50% booking fee will be charged.
- If a member or patron don't attend a booking without cancelling it, no refund will be given.
- If weather is to affect playing conditions prior to the start of play to the point where play can no longer be conducted, a full refund will be given.
- If a weather is to effect playing conditions to the point where play can no longer be conducted in the first 30 minutes of the booking, a full refund will be given.
- If a weather is to effect playing conditions to the point where play can no longer be conducted after the first 30 minutes of the booking, a 50% refund will be given.
- If a weather is to effect playing conditions to the point where play can no longer be conducted in the final 30 minutes of the booking no refund will be given.

Refunds will only be processed if members/patrons make a request to PRTC staff via: (03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au

- We understand that there may be certain circumstances that may force members and patrons to cancel their booking that may be out of their control. A request may be made in writing to PRTC via email to tennis.cardinia@alignedleisure.com.au if a booking hasn't been attended due to extreme circumstances. Each circumstance will be assessed on a case by case basis.
- PRTC reserves the right to cancel your bookings at any time, in the circumstances where the centre cancels your booking you will be offered an alternative booking time and/or be provided a refund for your booking.

Tennis policy's:

- Please note, by accepting these terms and conditions you will be accepting the following Tennis Australia policy's: Member Protection Policy, Anti-Doping Policy, Code of Behaviour, Extreme Weather Policy, Disciplinary Policy, Tennis Anti- Corruption Program, Social Media Policy, Privacy Policy, Participation and Online Systems Policy.
- These policies can be found at: <https://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies>

Membership:

- Please call or email the centre if you believe your membership hasn't been picked up by our online system on (03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au
- To take out membership head to: <https://my.tennis.com.au/OnlineMembership/664039> or contact us via: (03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au
- Please note membership will take a minimum of 48 hours to be processed before being picked up in our online system.





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Equipment, footwear and clothing:

- Closed toe sports runners, tennis shoes must be worn on court at all times. No playing in socks or bare feet will be accepted.
- No playing topless, shirts and a minimum of shorts must be worn at all times.
- No offensive writing to be displayed on clothing.
- Members and patrons cannot use court squeegees or supply their own squeegee on the courts.
- No ball machines may be used on court.
- Only approved tennis balls may be used on court, see the list of Tennis Australia approved tennis balls here: <https://www.tennis.com.au/learn/courts-and-surfaces/resources/approved-balls>

How to use the system:

- Courts are to be booked online on your phone, tablet, or computer at: <http://cardinialeisure.com.au/pakenham-regional-tennis-centre/>
- If you have trouble booking a court please contact: (03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au
- Online court bookings will take between 5-10 minutes to become activated at the gate. E.g. if you book a court on your phone at the gate at 2:55pm, then the gate access pin may not be activated until 3:05pm.
- Bookings can only be made every 30 minutes. If you log into make a booking at 3:02pm, the next available time slot will be 3:30pm. The centre would then be able to be accessed from 3:20pm via the pin pad.

Payments:

- Payment of courts must be made online via credit card, accepted cards can be found at: <https://stripe.com/payment-terms/legal>
- Payments will be process through: <https://stripe.com/au>
- Payment terms: <https://stripe.com/payment-terms/legal>
- Stripe Privacy Policy: <https://stripe.com/au/privacy>

Booking courts:

- Non-members can only book one court for a maximum of 2 hours per day. They can also only book courts up to one week in advance.
- Members can book courts for a maximum of 3 hours at a time, they can make a maximum of 3 bookings per day. Members are able to book courts up to one month in advance.
- Courts can be booked online or through the pro shop. The pro shop can be seen in person or contacted at (03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au. No courts can be booked via the pro shop outside of pro shop operating hours.
- Each and every person attending to play must be added to the list of players before the booking is processed.
- Courts can only be booked online with a minimum of two people attending together. No single member or patron cannot book a court online and attend alone.
- A minimum of two bookers must attend with at least one other person, no single person bookings can take place.
- Players must only play on the court they have booked/been allocated, and paid for online. If you require additional courts please book online at: <https://bookacourt.tennis.com.au/pakenhamregionaltenniscentre>
- No business or community groups are to book courts at PRTC via our online court booking system, all booking must go through the pro shop. Contact the pro shop: (03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au
- A maximum of 4 players can book and play per court.
- PRTC members may bring with them a maximum of 3 guests at any one time. Guests who aren't members will be charged a guest fee.





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Court to be used for tennis purposes only:

- The facilities are only to be used for the purpose of recreational tennis. Professional coaching on the tennis courts may not take place. You are not permitted to use the venue for any other activity without prior agreement from PRTC Staff.

Access to the venue:

- Access to the tennis courts will be only be permitted for the court and times stated within your booking confirmation. You will be provided with a PIN that will be valid during this time and permit you access via the main gate entrance. You will use the pin pad to enter the provided PIN, the pad will light green and the gate can then be opened. Your PIN will be active for 10 minutes prior to your booking time and expire 10 minutes after your booking time. If the gate is already open or unlocked, you must still enter your PIN prior to entering the facility. Failure to do so may result in other automated services such as lighting not operating as intended for your booking time.

Booking times:

- Courts may be booked online Monday – Sunday 6am to 11pm every day of the year. This is subject to centre availability.

Lighting:

- For times where court lighting is required, the lights will commence warming up when the pin code is entered at the gate of the centre for your booking. If lights have not come on by the start of your court booking, please ensure you enter your PIN at the gate. Lights will take 10-15 minutes to warm-up completely so it is recommended that you arrive 10 minutes prior to your booking. At this point in time entre the pin immediately, if you wish to have lights warmed-up in time for your booking.

Fees and charges:

- Full access members will be charged \$8 per hour for court lights.
- Member guest fee is \$5 per guest per booking.
- A court for 2-4 non members per hour during daylight times is \$20.60
- A court for 2-4 affiliate/hotshot members during daylight times is \$12.40
- A court for 2-4 non members per hour during night times Monday to Friday is \$25.80
- A court for 2-4 non members per hour during night times on Saturday/Sunday is \$30.90
- A court for 2-4 affiliate/hotshot members during night times Monday to Sunday is \$17.50

Paying for lights

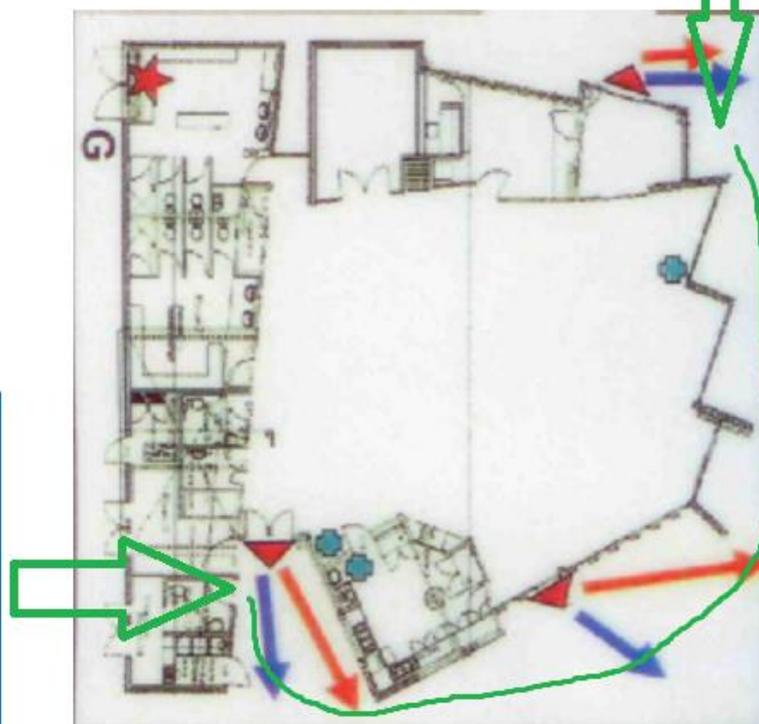
- During daylight savings a light fee's will be charged from: 8:00pm to 11:00pm
- During non-daylight savings a light will be charged from: 6:00am to 6:30am and 6:00pm to 11:00pm

Use of toilet facilities:

- Toilet/bathroom facilities are available at the centre for your booking.
- This toilet may also be used for changing.
- The below map gives to directions to the external toilet.



Entry and Exit Gate



Lost Property:

- Pakenham Regional Tennis Centre does not take responsibility for your personal items left unattended. If any items are left behind after your visit, then Pakenham Regional Tennis Centre will retain those items in its lost property area for a maximum period of 1 month, specified by Pakenham Regional Tennis Centre. After the expiry of that period of time, those items will be considered abandoned and become the property of Pakenham Regional Tennis Centre.

Food and Drink:

- For safety reasons glass is not to be used on or around the court playing surfaces.
- Food is not to be consumed on or around the court playing surfaces.

Children under 10:

- Minimum age for casual entry is 10, unless accompanied by a responsible adult over the age of 16 years and actively supervised at all times within the centre – identification may be requested. The Pakenham Regional Tennis Centre reserves the right to refuse entry.

Fitness to play:

- Fitness to use the Aligned Leisure (Pakenham Regional Tennis Centre) Facilities
- 1.1. As a casual user of the Facilities, you acknowledge and agree that:
 - a) we have not and nor are we obliged to offer you any exercise guidance, training or instruction;
 - b) our employees and contractors may not be medically trained nor qualified to assess if you are in good physical condition and can exercise without causing damage to your health, safety, comfort or physical condition; and
 - c) it is prohibited and you will not use the Facilities whilst suffering from any infection, contagious illness or disease or any other physical ailment which may put you or any other user of the Facilities at risk.
- 1.2. You warrant that you are:
 - a) medically and physically fit and able to use the Facilities;
 - b) not a danger to yourself or to the health and safety of others; and
 - c) not presently receiving treatment for any condition, illness, disorder or injury which would render it unsafe for you to use the Facilities.
- 1.3. You acknowledge that you must, and you agree that you will, disclose any pre-existing medical or other condition that may affect the risk that either you or any other person may suffer injury, loss or damage. You acknowledge and you warrant that Pakenham Regional Tennis Centre and any Authorised Third Party Providers (as that term is defined in clause 5.1 below) may rely on information provided by you and that all such information is accurate and complete.
- 2. Risks of using the Facilities
- 2.1. You enter, use and participate in any activities of the Facilities at your own risk. You agree that you, and not Pakenham Regional Tennis Centre, are primarily responsible for your safety and the safety of any persons under your supervision.
- 2.2. You must take reasonable care for your own health and safety, and for the health and safety of any children in your care.

Privacy Policy:

- You understand that the personal information You provide in this application is collected, used and disclosed in accordance with the Privacy Policy of Cardinia Leisure Facilities (available at <https://alignedleisure.com.au/privacy-policy/>). You acknowledge that Your personal information may be used and disclosed by Cardinia Leisure Facilities for the purposes of conducting and administering Your membership, the Member Activities and other related activities across Australia, providing member services or promotional material, complying with legal obligations or otherwise in accordance with Cardinia Leisure Facilities' Privacy Policy. The holder of Your personal information may share that information with third parties strictly in accordance with and as detailed in the Privacy Policy however Your personal information will not generally be disclosed to anyone outside Australia. For the avoidance of doubt, your personal information will not be sold to other organisations and any marketing communications to you will be in accordance with the requirements under the Privacy Law. You understand that Cardinia Leisure Facilities' Privacy Policy contains information about how You may access and request correction of Your personal information held by Cardinia Leisure Facilities or make a complaint about the handling of Your personal information, and provides information about how a complaint will be dealt with by Cardinia Leisure Facilities. You acknowledge that Your application may be rejected if the information is not provided. If You do not wish to receive promotional material from Cardinia Leisure Facilities or its partners, sponsors, service providers and other third parties You must advise Cardinia Leisure Facilities in writing or via the opt-out procedures provided in the relevant communication.

For assistance or further details:

- For any further details or assistance please contact PRTC staff via:
(03) 5940 8510 or via tennis.cardinia@alignedleisure.com.au