

Out of hours play occurs when the pavilion at Burgess Park is not open but the courts can be used.

During the initial pilot phase court bookings will be restricted to Be Active cardholders but the intention is then to open this up to the general public.

Customer Sign Up

Customers can apply to use the Tennis Courts outside of normal opening hours (pavilion will be closed). To apply for the out of hours service customers must have a valid Be Active card and not be behind on any payments.

1. To apply please email us or ask in person at Burgess Park Tennis Centre
2. Your application will be considered and an induction arranged
3. At the induction you pay an admin fee (if any – currently £0 as at March 2015) and sign the Customer Agreement (see below)
4. The booking process is slightly different than during normal hours as it requires access to a combination code to open the gates.

Note during the holiday periods courts may be blocked booked to allow the children's holiday programme to go ahead.

Customer Booking Process

After completion of the Customer sign up process customers can book and pay for courts as normal either in person or using the online system.

Where a customer books for one hour but carries on playing they are responsible for informing the Centre and paying the excess.

Customer Agreement

This agreement covers Be Active cardholders who wish to apply for the out of hours court hire scheme.

- I have a valid Be Active card and understand the agreement only lasts as long as the card is valid.
- I have completed the induction and including the risk assessment process.
- I will not book on behalf of other people, the person completing the induction must be one of the players for all court bookings.
- Juniors 13 or under must be accompanied by an adult unless special permission is given.
- I understand that normal bookings conditions apply (full copy on website) and especially that customers are not allowed to use third party coaches or paid hitters for these bookings. (For a list of authorised coaches and hitters please contact Be Active.)
- I will pay for all the court time I use and understand that if I breach this I may have these booking privileges revoked.
- I understand that if I require a refund for any booking(s) cancelled due to weather or I must email beactivesocialenteprise@gmail.com within 2 days.
- The normal court fees apply and the time is viewed as off peak.
- I understand that no play is allowed outside of the hours 7am to 10pm in any circumstances.
- I also understand that Court 1 should not be used before 8am out of courtesy to neighbours.
- I understand I am not expected to challenge other players coming on court while I am playing, I will let Be Active know if I believe someone is using the courts and not part of the scheme.
- Customers must conduct a risk assessment to see if there are any hazards before commencing play. If there is a hazard then they are not to play and are asked to inform Be Active as soon as possible. In such an event a full refund can be requested (e.g. ice, wet weather or physical hazard on court).
- I understand my participation in the scheme or the scheme itself can be discontinued without notice by Be Active.

- Password for access to booking code. I understand that the password I choose is visible to the administrators of the scheme. – *please choose a dedicated password just for this scheme.*

Signed _____

Date _____

Name of Customer _____

Out of Hours Induction

Test the opening of the padlock using the combination code.

Customer is shown the booking process for out of hours courts including how to access the code to open the gates.

Out of Hours Risk Assessment

Conduct the following checks

- No glass or other hazards are on the court. Only move things if it is safe to do so. If there is anything that will cause a hazard and cannot be safely moved then use another court and please report the issue to Be Active. If there are no other courts available then a full refund will be given.
- The surface is free from potholes or trip hazards.
- Confirm that the surface is not slippery. Be very careful during the winter period and pay particular attention to courts 1 and 4 (acrylic) as these are more likely to have ice.
- The weather conditions are of different playing and pedestrian surfaces during different weather conditions?

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