

1 GENERAL CONDITIONS

Terms and conditions apply to all bookings and payment must accompany the booking, unless specifically stated.

On booking you agree to abide by these rules.

- All litter must be disposed of in the bins.
- No bikes, use roller blades or skates or skateboards on the court surface.
- Players must wear non-marking shoes on court.
- No smoking or consumption of food on the courts.
- No glass bottles or glass containers will be allowed on any of the courts within the boundary fence at any time.

As well as agreeing to abide by the relevant General Code of Conduct (for parents / guardians, juniors and adults – see separate document) the following apply.

- All players must respect the rights, dignity and worth of all participants regardless of gender, ability, sexual orientation, cultural background or religion.
- All players must play within the rules and respect officials from Be Active and their decisions.
- Players must pay the appropriate court fees before going on court and be honest in claiming any reduced rates.
- Players must similarly promptly pay any fees for training or events.
- Swearing is not acceptable.
- Verbal and physical abuse of staff and other users will not be tolerated at any time and may lead to prosecution and or / a refusal to take future bookings.

1.1 COURT BOOKINGS

When booking we will try to observe your preferences on your preferred court number but we do not guarantee a particular court and we reserve the right to reallocate courts as needed. All courts can be booked online

up to 7 days in advance online. Court bookings can be made for multiples of 1 hours.

1.1.1 COURT REBOOKING, CANCELLATIONS AND CREDITS

Court cancellations by user with more than **26 hours notice**. Credit note, to be used within 30 days for a courtbooking. A refund less an administration fee (50p) to cover our costs may be made at our discretion instead.

Court rebooking by user with more than 26 hours notice - allowed. Please note that the refund policy is to cover unexpected issues like injury or a partner dropping out, it is not intended to allow players to hold courts in case they wish to play. Please be considerate to other court users and don't book if you are unsure whether you can use the slot. Multiple rebookings may be viewed as an abuse of the bookings system and future bookings may be refused.

Changes to court booking with less than 26 hours notice - not allowed, court fee is forfeited.

Bad weather on day - user plays for more than 50% of any hour, no refund eligible on that hour.

Bad weather on day - user plays for less than 50% of any hour, credit note valid for 30 days issued.

To claim a bad weather refund please email

beactivesocialentepriase@gmail.com

Booking changes by the Centre - occasionally we make mistakes on court bookings or tournament or team matches overrun or the weather is against us so that some courts are unplayable. We will provide a full

refund where no court is available and will always try to give you as much notice as we can.

Notes Play in extreme conditions is at the player's own risk. Please be especially careful of icy conditions during winter months. Please use the bad weather refund process rather than playing.

Abuse of the system will result in us refusing future bookings and may result in suspension of membership.

1.2 BOOKING POLICY COACHING COURSES AND HOLIDAY CAMPS

All courses should be booked and paid for in advance online, in person or by telephone (if there is an existing credit).

User cancellation with more than 14 days notice (via the booking system or by email to beactivesocialenterprise@gmail.com stating name, course type, start date and reason for cancellation) - full refund.

User cancellation with between 7 - 14 days notice - credit for the next session only. User cancellation with less than 7 days notice will not be eligible for a refund or credit.

User unable to make a class - no credit or refund.

In exceptional circumstances we may consider refunds or credit (long term illness) but this is at our sole discretion.

Be Active cancels a course (for example where there are low numbers) - full refund.

Bad weather adult courses where less than 50% of any hour of a session is possible. Credit towards a future session

will be given to be used on the next course, drop in session or an equivalent court booking within 30 days.

Bad weather adult courses where more than 50% of any hour of a session is possible is deemed to be a full session and no credit will be issued.

Bad weather junior courses – course fees are kept low and already allow for some sessions being lost to bad weather. However, we will offer discretionary credits for the next course where a number of sessions have to be cancelled (e.g. severe winter). Be Active reserve the right to make all final decisions on whether a credit will be issued.

As an alternative to a credit a refund less an administration fee (50p) to cover our costs may be made at our discretion instead.

1.2.1 Priority Bookings for Courses and Holiday Camps

Where possible customers already participating in a coaching course are given 'priority' to book onto the next course via **beactivesocialenterprise@gmail.com** before the course is published for general booking. Payment is needed to confirm such bookings. When courses are fully subscribed you can request to be added to a 'waiting list' via the booking system. We may be able to allocate more coaches and more courts if there is significant extra demand. When a place comes available customers on the waiting list will be contacted by email to confirm if they still want the place. There will be an element of first come first served in this process.

1.3 BOOKINGS FOR REGULAR DROP-IN SESSIONS

If you have booked and paid for a place on one of our weekly sessions the terms are very similar to those for a court booking.

User cancellation with more than 26 hours notice: credit given valid for 30 days

User cancellation with less than 26 hour notice: the fee paid will be forfeited.

Bad weather - where less than 50% of any hour of a session is possible credit for another session within 30 days will be issued. You must always assume a session is on. If we decide it cannot be conducted either before or within the first 30 minutes of the session, we will provide a credit and contact you about an alternative session.

Bad weather where more than 50% of any hour of a session is possible will be deemed to have been completed and no credit given. No cash refunds will be made. Be Active reserve the right to make all final decisions on whether a credit will be issued.

As an alternative to a credit a refund less an administration fee (50p) to cover our costs may be made at our discretion instead

1.3 BE ACTIVE CARD AND SOUTHWARK CITY TENNIS CLUB MEMBERSHIP

Be Active Cards and Southwark City Tennis Club Memberships are valid **only until 31 March 2023** and can be bought online by paying the requisite fee. You can choose to cancel a membership within 7 working days of joining and receive a full refund. No refunds are given after this period. Be Active acts as an agent on behalf of Southwark City Tennis Club. Unless an individual specifically opts out they will receive both a Be Active card and SCTC membership. The fee is the same regardless. Memberships can be revoked where breaches of booking conditions occurs.

1.4 PRIVATE COACHING

At Burgess Park only coaches approved by Be Active have the right to coach. Arrangements for private coaching are made directly with the coach concerned but Be Active can provide contact details on request. Bookings made with non-authorized coaches may be cancelled and users may be prevented from making future bookings where repeated breaches occur.

Be Active reserves the right to vary or alter these rules as and when necessary.

END