

CPSC Tennis Online Terms and Conditions

The following Terms & Conditions are outlined for:

- Tennis Online Court Bookings
- Competition and Program bookings

General

Centennial Parklands Sports Centre is managed by Clublinks Management Pty Ltd (Clublinks) under a management agreement with the Centennial Park and Moore Park Trust (the Trust). By making a booking and/or entering the premises of Centennial Parklands Sports Centre you agree to these Terms & Conditions.

As part of your Online Booking, you are agreeing you have read and accepted these Terms & Conditions. Centennial Parklands Sports Centre does not refund Online Payments unless the Centre is closed by Management.

Bookings

Successful online bookings will receive an automatic confirmation via email. No further confirmation is required. The internet booking system is directly linked to the reservation software, and the customer will only be contacted if a Centennial Parklands Sports Centre staff member has a query regarding your booking. If a confirmation email is not received, the customer must check that the email entered is correct. For any queries, questions or problems with the Centennial Parklands Sports Centre Booking System please telephone (02) 9662 7033.

The customer is required as proof of booking to provide the reference number, or the credit card used to secure the booking at the time of registration to the Centennial Parklands Sports Centre Tennis Office. Customers require to go to the Centennial Parklands Sports Centre Tennis Office prior to their booking time to receive their court number.

Should the customer wish to modify or change their booking to an alternative time or date, contact must be made with Centennial Parklands Sports Centre at least 48hrs before the reserved booking time. The customer must email: bookings@parklandssports.com.au

No guarantee can be given to change to the requested date/time. When modifications cannot be processed immediately a 'credit note' will be issued.

Centennial Parklands Sports Centre reserves the right to close the Centre due circumstances out of their control where they deem the surface unplayable (including due to weather, lightening, renovations). An authorized representative will be in contact with the customer to arrange an alternative time or date. When a replacement booking cannot be processed immediately a 'credit note' will be issued in Management's discretion.

Should the customer not be able to confirm a re-scheduled booking time, a 'credit note' will be provided. To redeem the 'credit' the customer is required to reschedule the booking times within six months of the original booking date. 'Credit notes' are issued for BOOKING TIMES ONLY and should the customer wish to reserve a booking time of lesser value the difference will be forfeited, alternatively if the booking time booked is a higher rate, then the customer must pay the difference. If the customer fails to re-schedule a new booking time within 6 months, the 'credit' will be considered forfeited and no refund will be given. Centennial Parklands Sports Centre reserves the

right to refuse a 'credit note' should the customer not provide at least 48 hours' notice to a staff member of Centennial Parklands Sports Centre.

Balance 'credit notes' must be used in full before the 'credit note' expiry date. Partial 'credits' will not be re-issued. If a refund is required due to closure of the Centennial Parklands Sports Centre, refunds will only be paid towards the credit card used to secure the booking. In the event of a refund the credit card details must be supplied with the corresponding security pin number. Refunds will not be made after the date of the booking being cancelled.

After the confirmation of credit card details, Management will endeavour to issue refunds within 10 working days.

Centennial Parklands Sports Centre reserves the right to remove customers from the centre. No refunds will be given if the customer is removed from the Centre.

If bookings are made in multiples and a customer does not show, no refund will be given for the 'no show' customer. If a customer is unavailable to play for a pre-booked reservation, at least 48hrs notice must be given to an authorised representative of Centennial Parklands Sports Centre (CPS) and a 'credit note' for the booking time will be issued.

Animals – all animals are not allowed within the Centennial Parklands Sports Centre. Please see the link below for rules by Centennial Parklands

https://www.centennialparklands.com.au/getmedia/d6cf3496-f7cb-4de3-87a6-6c7b85ad2f48/214001-CP-dog-brochure_WEB.pdf.aspx

Risk Warning

Playing tennis is subject to risks and players can incur injuries. There are also risks that access to medical, evacuation might be slow; and of damage to, or loss of, your personal property.

Release and Waiver

If you suffer injury, loss, claims, liability or damage (Loss) while at Centennial Parklands Sports Centre, to the fullest extent permitted by law, you release the Trust and Clublinks Management Pty Ltd (Clublinks), their employees, officers and contractors from any liability for any Loss suffered by you and you release each of the Trust, Clublinks and their employees, officers and contractors from any responsibility or legal liability for death or personal injury associated with your presence at Centennial Parklands Sports Centre and any activities you undertake at Centennial Parklands Sports Centre.

To the extent that the Competition and Consumer Act 2010 applies this release is limited to responsibility and legal liability for death or personal injury and does not apply to any person if significant personal injury was caused by the reckless conduct of that person, as defined under the Competition and Consumer Act 2010.

Privacy Policy

All personal information disclosed to us will be used and handled in accordance with our Privacy Policy. View our Privacy Policy.

Competitions at CPSC and Moore Park Tennis Courts

Competitions will be conducted across various times of the year. Social media posts will provide details of the enrolment processes with information of each competition. All entries must be paid for prior to the first week of competition. Further details will be sent to those enrolled in the competitions. Where 80% of the competition is played, it will be deemed a completed competition. If less than that, management will be in contact with options.

Adult and Junior Tennis Programs

All programs are paid for and booked online prior to the start of the lesson. Descriptions of each are on the website and its up to the individual booking into the program to make sure that it's the correct one.

Where 80% of the programs are played, it will be deemed a completed program. If less than that, management will be in contact with options. Cancellations will be made by management and the contact will be notified via text as soon as possible on the day of the program. There are no make up lessons or movement of classes due to illness or misadventure of the participant/s.

NO drop ins to classes will be allowed due to class numbers and coach ratios.

If 80% of programs/competitions are not met, then a decision will be made on what options management may take will be made at the end of term.

If you have any questions, please email: bookings@parklandssports.com.au and your emails will be attended to as soon as possible.

Kinds Regards

CPSC Management