



CPSC Online Terms & 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 to circumstances out of their control where they deem the surface unplayable (including due to weather, lightning, and renovations). An authorised 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 the 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 (CPSC) and a 'credit note' for the booking time will be issued.

Adult and Junior Tennis Programs

All programs should be booked online and paid for prior to the commencement of the term. Descriptions of each of our classes are on the website and it is up to the individual booking into the program to make sure that it is the correct one.

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.

Adult and Junior Tennis Program Class Reassignment

The coaching staff may reassign a player to different classes at any time to ensure similar playing standards. If the player cannot attend the new class, or no spots are available at their assigned level, they will be issued a credit note or refund for their remaining sessions.



Wet Weather Policy for Adult and Junior Tennis Programs

Wet weather cancellation notifications will be delivered by SMS (text) message at least 60 minutes before start times when it is possible to do so. No 'credit notes' will be issued to customers who assume lessons are cancelled due to wet weather if the lessons are held. If a customer has not received a text message stating lessons are cancelled, assume that lessons are going ahead.

For Adult and Junior Tennis Programs, customers will be offered a 'credit note' for every missed lesson due to wet weather *except* for the first one. E.g.: if eight (8) out of 10 classes are completed, the customer will receive one (1) 'credit note'.

Additionally:

- Management reserves the right to put on make-up classes and sessions in lieu of a 'credit note/s'
 - Make-up sessions need not be scheduled at the customer's regularly occurring lesson time
 - If customers are unable to attend a make-up session due to their own scheduling conflicts, no 'credit note/s' will be issued for that make-up session
- Management reserves the right to extend term lengths in lieu of 'credit note/s'
- If your lesson/program begins and more than half of it is completed, you will not receive a 'credit note' for it
- It is the customer's responsibility to ensure that their contact details are correctly entered and that they are contactable in case of wet weather cancellations and notification of make-up sessions

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



Private Lesson 24-Hour Cancellation Policy

Cancellations or rescheduling requests must be made more than 24 hours before the lesson time, otherwise, the lesson fee will be forfeited.

For individual private lessons, cancellations can be made online by logging into your account. Customers are also able to reschedule their lessons online—as long as this effort occurs more than 24 hours before the scheduled lesson time.

Cancellations for lessons in a package must be done by calling Centennial Parklands Sports Centre at (02) 9662 7033 or emailing bookings@parklandssports.com.au.

A cancellation that falls within 24 hours of the lesson time will be charged and deducted from the package.

No 'credit notes' will be issued to customers who assume lessons are cancelled due to wet weather or extreme heat if the lesson is not cancelled by management. If a customer has not received a text message stating lessons are cancelled, assume that the lesson is going ahead.

Coaching at CPSC and Moore Park Tennis Courts

Only CPSC Coaches and approved contractors are permitted to conduct coaching on the CPSC and Moore Park Tennis Courts.

For the purpose of this policy, coaching is defined as instructing, feeding tennis balls either from a basket or by hand, or providing sustained and continuous feedback for the duration of the court booking.

Hirers who coach without the written consent of the Venue Manager will be asked to leave. Repeated violations of this policy will result in a ban from the venue.



Competitions at CPSC and Moore Park Tennis Courts

Competitions will be conducted across various times of the year. The CPSC website 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.

Attire

Playing without a shirt is strictly prohibited. Appropriate footwear such as closed-toe athletic shoes must be worn while on the tennis courts. Hirers are encouraged to wear tennis-specific clothing for optimal performance and comfort. We reserve the right to refuse access to the courts to any individual not in compliance with these attire regulations. Any violation of the attire guidelines may result in temporary suspension or termination of hirer privileges.

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-4de3-87a66c7b85ad2f48/214001-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.](#)

Kind regards,
CPSC Management