

1. General Terms & Conditions

- 1.1 In making a court hire booking (Court Hire), the Customer agrees to the following terms and conditions (Terms and Conditions) set out here by Tennis Auckland Region Incorporated (Tennis Auckland).
- 1.2 All Bookings are subject Tennis Auckland's [Code of Conduct Policy](#).
- 1.3 Court hire rates are published at www.tennisauckland.co.nz and are subject to change at Tennis Auckland's discretion.
- 1.4 Full payment must be received by Tennis Auckland prior to the booking being confirmed. The purchase of Court Hire online will be confirmed by Tennis Auckland issuing a confirmation email to the Customer.
- 1.5 Tennis Auckland reserves the right to:
 - 1.5.1 Change these Terms and Conditions at any time
 - 1.5.2 Cancel any booking at short notice
 - 1.5.3 Reassign a Customer a court other than the court that was originally booked. Indoor court bookings will not be reassigned to outdoor courts.

2. Casual Court Hire Bookings

- 2.1 All bookings must be made online at www.tennisauckland.co.nz or in person at the Pro Shop.
- 2.2 Bookings made in person at the Pro Shop will be facilitated by the Pro Shop staff on behalf of the Customer. The customer will be registered as a user and all future bookings should be made online at www.tennisauckland.co.nz.
- 2.3 Bookings may be made, subject to availability, up to 30 days in advance for a maximum of 2 hours per booking.
- 2.4 Bookings may be extended (in length or by number of courts), subject to availability, in 30-minute increments. If you wish to extend your booking, please check with the Pro Shop. Booking extensions can be facilitated and paid for at the Pro Shop using your Customer account.
- 2.5 Customers must provide a minimum of 24 hours' notice to the Pro Shop to cancel a Casual Court Hire Booking.
- 2.6 Cancellations must be done in person or by phoning the Pro Shop 09 582 9782. The cancellation of Court Hire will be confirmed verbally when your centre credit balance is updated in your customer account.
- 2.7 In the event of rain prior to the commencement of a court hire period the Customer is required to consult (in person or on the phone) the Pro Shop to be advised if the outdoor courts are safe for play. If the Customer has consulted the Pro Shop and the courts are declared unsafe then the rain out process will be triggered. Failure to follow this process will result in the Customer being charged for the Court Hire.
- 2.8 In the event of rain during the court hire period the Customer is required to notify the Pro Shop that they have ceased play due to the outdoor courts being unsafe for play. If play ceases less than half way through the Court Hire period, then the rain out process is triggered. If play ceases more than half way through the Court Hire period, then the rain out process is not triggered. If the customer ceases play and does not notify the Pro Shop, then the rain out process will not be triggered.

3. Centre credit & Refunds

- 3.1 If the Customer either through their own choice or because they are unable to do so (through no fault on the part of Tennis Auckland) does not attend their Court Hire, the Customer will not be entitled to Centre credit or a refund.
- 3.2 Refunds will be granted for:
 - 3.2.1 Bookings cancelled by Tennis Auckland at short notice.

3.3 Centre credit will be granted for:

- 3.3.1 Pre-paid Court Hire that has been cancelled by customer's providing a minimum of 24 hours' notice to the Pro Shop.
- 3.3.2 Where the rain out process has been triggered.
- 3.3.3 In the event of rain making the outdoor courts unsafe for play, and subject to clauses 2.7 and 2.8, the court hire charge for a pre-paid court booking will be transferred and held as centre credit for the customer.

3.4 Centre credit:

- 3.4.1 Is valid for 180 days from the time the Centre credit is granted or such time as Tennis Auckland ceases operating, whichever is sooner.
- 3.4.2 Unused Centre credit is not refundable.
- 3.4.3 Customers are responsible for using Centre credit within its period of validity.

4. Code of Conduct Policy

- 4.1 Tennis Auckland endeavours to create a safe sporting environment. All centre Customers and visitors are expected to behave appropriately for the safety of themselves and others.
- 4.2 Acceptable attire is to be worn (e.g. no clothes with messaging or images in poor taste).
- 4.3 Any damage, intentional or accidental, to the facility must be reported to the Pro Shop immediately. Tennis Auckland reserves the right to direct the costs of the repairs to the Customer responsible for the damage.
- 4.4 All conduct and behaviour whilst using the facilities is to be of a high publicly acceptable standard. Any behaviour considered unacceptable by centre staff will result in the person being asked to leave the facility.
- 4.5 Non-marking tennis footwear must be worn on the tennis courts.
- 4.6 Alcoholic beverages are not permitted onsite unless purchased and consumed in the licensed lounge area.
- 4.7 Glass containers and food are not permitted on the tennis courts.
- 4.8 Courts are only available for your use within the 30-minute time slot booked and paid for. Please ensure that you leave your court on time. The completion of a point is permissible but the completion of a game (or set) is not.
- 4.9 At the completion of your court hire booking please ensure the court area is left tidy by placing all rubbish in the courtside bins.