

Terms and Conditions - Casual Futsal and Tennis Court Hire

TERMS AND CONDITIONS

We like to keep your booking and Tennis/Futsal experience as easy as possible. The Tennis/Futsal courts are available for hire 7 days a week, for individual use.

Please note: Court bookings made for the purpose of coaching (adults or children), social Tennis/Futsal (group events), competitions or any other related activity (whether of a commercial or non-commercial nature) require permission by Fairfield City Council. Please phone 9725 0222 for more information.

FEES AND CHARGES

All hirers are to pay the Council fees and charges prior to booking as determined by council scheduled fees and charges

There are no credits or refunds for the following:

- Rain days
- Booking cancelled less than weeks' notice
- Council does not refund, transfer or Credit fees due to weather conditions
- Fees are not refunded, transferred or Credited for cancellations 7 days prior to booking date.
- Changes may incur an admin fee

Where a booking is made for activities which in Councils opinion are not covered by councils fees and charges, Council reserve the right to impose special conditions and to fix a charge considered to be responsible, having regards to the nature of the activity.

CANCELLATION POLICY

Fees are non-refundable; Council must be advised 7 days of your cancellation in order to receive a credit.

The hirer may cancel any booking by contacting the Customer Service Centre either verbally or in writing 7days prior to the date of the booking

If booking is made within the same week of booking and cancellation is required, refund will be based on the discretion of the Community Facilities Coordinator

In the event the courts are wet at the beginning of your booking, it starts raining during your booking or there is heavy dew on the courts, please be aware that play on the courts is at the hirers discretion.

PLAYER FITNESS

Tennis/Futsal is a physical sport and a fun activity. However, if you have never or not undertaken regular exercise for some time, or have suffered from or are suffering from any of the following conditions: arthritis, joint pain, muscular pain, cramps, circulation problems, diabetes, high cholesterol, heart disease, angina, asthma or breathing difficulties, please seek medical advice from your doctor before participating in any Tennis/Futsal usage or program.

TENNIS/FUTSAL COURT OPERATING HOURS

Courts are available to hire Monday to Sunday (except councils Christmas shutdown)

Bookings: Call Council on 9725 0222

Tennis Courts Times: 7.00am - 10pm Times

Futsal Court Times: 7.00am - 10pm

Office Closed: Public Holidays (If you wish to hire and use the courts on a public holiday courts must be booked and paid for prior to the public holiday.

SHOE POLICY

Players can wear any type of flat style shoe that is appropriate to play Tennis/Futsal. No heels or stud shoes are permitted on the courts at any time.

SMOKING AND ALCOHOL POLICY

Fairfield City Council has in place a “puff free” parks policy to encourage maintaining sport fields and parks as no smoking areas.

Fairfield City Council sports fields and parks are alcohol free areas

NO PARKING

Patrons are not permitted to park their vehicles within any park and must park on the road or in permitted parking areas otherwise fines apply.

PLAYER ETIQUETTE

Please take all your rubbish with you and leave the Tennis/Futsal courts, change rooms and bathrooms clean and tidy for the next player to use and enjoy.

Early morning and late evening players please be mindful of the local residents who live nearby. Try to keep loud conversation and outbursts on court to a minimum.

Please respect our environment and take your old ball cans and empty drink bottles home where you can for recycle.

CHANGES TO PLAYERS COURT BOOKINGS

Fairfield City Council reserves the right to:

Make price changes without notice.

Cancel any booking at short notice. (A staff member will contact you and re-assign a different time or give a refund if deemed appropriate).

Re-assign a court other than the court which has been booked specifically online or otherwise.

DOUBLE BOOKINGS

Fairfield City Council does not take responsibility for any booking conflicts.

It is the client's responsibility to provide evidence of any booking claim.

Where Fairfield City Council is found to be in error, it will do its utmost to rectify the situation within reason.

TIME EXTENSIONS

Extending your booking is not free of charge. Please check with Councils customer service team - if you have booked a court for an hour and play an extra time additional court hire fees apply.

USING ADDITIONAL COURTS

Using additional courts that are not booked and paid for is not free of charge. Please check with our customer service team - if a group of 4 players decide to play singles because the court adjacent is vacant, additional court hire fees will apply.

AFTER HOURS CONTACT NUMBER

In case of an emergency or any problems please call **9725 0222**