



Caerphilly Tennis Club Online Court Booking Terms and Conditions

General Notices

- Caerphilly Tennis Club (CTC) have the right to open and close the courts whenever the Management Committee see fit. This is reflected in the online booking schedule.
- Caerphilly Tennis Club retain the rights to block book courts for any Club related activity, including but not limited to coaching lessons, social sessions, team matches, events and training courses. These will be clearly marked on the booking system.
- Members of the Caerphilly Tennis Club Management Committee have the right to request proof of booking at any time. Failure to produce sufficient evidence may see the users asked to pay any outstanding fees before being directed to leave the Club.
- Caerphilly Tennis Club reserves the right to refuse, cancel or amend a booking to any individual without giving a reason.

Booking a Court

- All 6 full sized tennis courts are available to be booked by members and non-members according to the days and times set out in the online booking schedule. These may be amended during exceptional times and with limited notice.
- Court bookings must be made using the online booking system at www.clubspark.lta.org.uk/caerphillylta/booking.
- When booking a court, all participants must be added to the booking. If those in the playing party change between booking and playing, please communicate this to the Club as soon as possible. This is all to:
 - Provide the Club with an accurate record of who was on-site at any given time in case of emergency, accident or incident.
 - Ensure any applicable court booking fees are paid, upholding fairness to all members (who pay membership fees) and to all non-members (who pay guest fees) whilst income goes back into maintaining the courts and the provision of the online booking and the gate access systems.
 - Aids the Club in recording true user numbers which are used in annual reporting (internally and externally) and in supporting funding applications.
- Members are not charged for court bookings but any non-member guest in their playing party will be subject to a reduced guest fee of £1.20. Non-members who book a court will be charged £2.40 for each 30 minute slot and this covers any other

members and/or non-members in their playing party. Any fees must be paid online at the time of booking, unless other prior arrangements have been agreed with a member of the Caerphilly Tennis Club Management Committee.

- Booking slots are available in 30 minutes blocks which may be booked consecutively to increase the playing time. Players should note that they should vacate the court at least 5 minutes before the end of their booking slot.
- Parents of members and non-members are able to book a court on behalf of their children. Any child under the age of 14 must be accompanied by a parent or guardian throughout the duration of the booking.
- The access code for the electronic gate system will be included in the booking confirmation email, that is system generated following a successful booking.
- Once you have entered the Club's grounds, you should ensure that the gate closes tight behind you to stop any unauthorised entry.

Booking Rules

- Members may book the courts up to 14 days in advance, while non-members may book up to 7 days ahead.
- Members are able to make 1 booking every day, while non-members are limited to being able to make 3 bookings over a 5 day period.
- Members can book up to 5 slots per booking, totalling 2 hours 30 minutes, while non-members can book up to 3 slots per booking, totalling 1 hour 30 minutes.
- Users may cancel their booking up to 24 hours prior to their playing slot and receive a refund. If cancelled within 24 hours, no refund will be issued.
- If you have paid for a court and/or floodlights but then cannot play due to poor weather, then we may issue a refund or credit your account. Please get in touch at your earliest convenience to arrange.

Clubhouse Facilities

- Both members and non-members may use of the clubhouse facilities during their visit, including toilets, showers, kitchen and leisure space, during their visit if:
 - The clubhouse is open and a member of the Management Committee and/or Coaching Team is on-site.
 - The clubhouse is not being used for Club activities, including but not limited to coaching lessons, social sessions, events and training courses.
 - The clubhouse is not being hired out by external parties.

Floodlights

- The (new) floodlights on Court 1, Court 2 and Court 3 are connected to the online booking system and so are available to members and non-members to use.
- The floodlights are assigned for set times as shown on the booking sheet. This is altered monthly to reflect the need for them, based on the sunset times and expected levels of natural daylight.
- Members are charged an additional £1 per 30 minute slot, while non-members are charged an additional £1.60 per 30 minute slot for floodlight usage.
- If you are using the floodlights but finish playing early for whatever reason, we urge you to cancel the remainder of your court booking in order to turn the lights off.

- Note: The floodlights on Court 4, Court 5 and Court 6 are not connected to the online booking system so are not available for court bookings. So therefore, please do not book Court 4, Court 5 or Court 6 for play outside of daylight hours. These floodlights may only be used by the Coaching Team or a member of the Management Committee for Club related activity as listed above.

Court Booking Disputes

- If two users believe they have booked the same court at the same time, then they should raise this with a present member of the Caerphilly Tennis Club Management Committee or Coaching Team for consideration and resolution.
- If a member of the Caerphilly Tennis Club Management Committee or Coaching Team is not present, then the person who can evidence the earlier confirmation email has priority.

General Rules

- Access codes should not be shared to anyone else outside your playing party.
- Only play on the court that you have booked. This avoids potential confusion and disputes and also helps us monitor usage of each court.
- Users should check the courts before playing to ensure they are safe to use. Any safety concerns should be reported to Caerphilly Tennis Club as soon as possible. Any users playing when the courts are considered unsafe (for example in very wet or snowy/icy weather), do so at their own risk.
- Only tennis must be played on the courts. Suitable variations and mini games are permitted, but the courts should not be used for other sports like football or cycling.
- Appropriate clothing must be worn at all times, i.e. tops should not be removed whilst playing or relaxing around Club grounds.
- Non marking, flat soled trainers should be used on the courts. Users can be asked to leave the courts if they are not wearing appropriate footwear.
- Users should conduct themselves in a way that does not offend others through their behaviour and/or language when both on-court and around Club grounds. Any person(s) deemed to be acting in an unacceptable manner will be asked to leave and may not be granted access in the future.
- Good sportsmanship should be shown at all times by players and spectators.
- CTC cannot accept any liability for any loss or damage to personal possessions that users may bring with them. This includes tennis equipment such as balls and rackets as well as personal items like mobile phones and wallets.
- Animals are not actively invited in to Club grounds. If they must accompany you, they must remain on a leash and are only permitted to the entrance area and patio. In no circumstances must they enter the court area or the clubhouse. If they do, the owners are liable for any damage or cleaning costs incurred by their pets.
- Seating, whether that available at the Club or brought by a user, should only be placed on the patio and grass areas. They should not be taken or used on the courts as this can cause damage to the surface, for which the user is liable for. The only time where seating may be taken on to the courts is during an emergency, but then steps should be taken to minimise the risk of damage to the courts.
- These Terms and Conditions can change at any time. Users should check the Caerphilly Tennis Club website for the latest version.