



Terms and conditions: bookings and enrolments

Definitions

“We”, “Our” and “Us” means UQ Sport Ltd, its employees, agents and contractors and where the context permits, includes the University of Queensland.

“You” and “Your” means the participant who is placing a booking or enrolment.

A “booking” is the hire of any of our Our facilities (eg. court, oval) or the purchase of any of Our services (eg. personal training). An “enrolment” is the purchase of any of Our programs (eg. UQ Sport Kids, short courses, social sport).

Payment

All transactions must be paid for at the time of making the booking or enrolment unless You are an approved creditor. Bookings and enrolments are not confirmed until payment is made. We reserve the right to cancel a booking or enrolment at any time before payment has been made. Upon placing a booking or enrolment You will be issued or e-mailed a receipt to confirm Your booking or enrolment.

Cancellations, transfers and refunds

Please choose carefully - no refunds will be given if You have simply changed Your mind.

In the event UQ Sport cancels a booking or program enrolment We will transfer Your booking or enrolment to an alternative time or We may offer a refund if a suitable alternative booking or enrolment is not available.

If you fail to attend Your booking or enrolment or cancel a booking or enrolment less than 24 hours’ notice before the scheduled booking, service or enrolment time, all monies paid will be forfeited.

If You cancel your booking or enrolment more than 24 hours’ before the scheduled booking, service or enrolment, Your booking or enrolment may be transferred to an alternative time. In exceptional circumstances, We may agree to refund Your payment. A request for a refund due to exceptional circumstances must be accompanied by supporting evidence, such as a medical certificate, for the refund to be authorised. All cancellations and requests to transfer bookings or enrolments should be made via UQ Sport on 07 5460 1425 or gatton@uqsport.com.au .

Wet weather for Bookings

In the event of wet weather please contact UQ Sport on 07 5460 1425 to check if Our facilities are open and bookings and enrolments are proceeding.

Other information

By making a booking or enrolment You agree to be bound by UQ Sport’s Code of Conduct, UQ Sport’s Conditions of Entry and the Participant Waiver.

Venue hire, large group bookings and events

For exclusive hire of a venue or facility, or to hold an event, please contact UQ Sport on 07 5460 1425 or gatton@uqsport.com.au more information.



Social Sport Terms and Conditions

All policies and procedures are designed for everyone involved in the competitions to ensure they are fun, social and safe. Teams must be aware of the Terms & Conditions and agree to them BEFORE enrolling. The acceptance of the Social Sport Terms & Conditions includes those listed on the website, as well as those listed here.

Your Team Enrolment

Once you have successfully enrolled in your desired competition, a confirmation e-mail will be sent to your Team Contact. It is the Team Contact's responsibility to check that the enrolment listed is correct and to inform the Competitions Coordinator of any change needed.

Your team must be available to play in all time slots indicated for your competition. All players are also required to bring a form of PHOTO ID for the Convenor to check when signing the team registration form for every game.

All correspondence regarding the competitions will be sent to the Team Contact throughout the season, primarily through email. This can include updates, news and draw information.

All draws will be constructed once the enrolments have closed and will be released to teams as soon as possible. A notice will be sent to the Team Contact regarding the draw, including where and how to access it.

There is also a link on the Social Sport website which details how the draw is constructed for each competition. Please note that the draw for the first seven (7) weeks is different to the Finals, and that all teams are involved in ten (10) weeks of competition unless there is a forfeit or a bye in the competition. Players must have played a minimum of two (2) games to be eligible to play in the quarter final, semi-final and grand final games.

Grading

For competitions with two (2) or more divisions, grading will be implemented. The first three (3) weeks of the competition will be grading weeks. After the grading weeks, the divisions will be announced and the competition will continue from this point.

Feedback, suggestions and comments

We encourage all players to provide as much feedback as possible through the entire season. The valuable feedback we received enables us to constantly improve the competitions.

Complaints and Concerns

If you have a serious complaint or concern regarding another players, teams or officials conduct, we encourage you to email Social Sport – gatton@uqsport.com.au . The grievance lodged must describe the incident that occurred in a factual manner and will be reviewed by UQ Sport Management. More details are provided on the website.

For any other feedback please also email Social Sport – gatton@uqsport.com.au.

Insurance Procedures

If any injury occurs during the game, it is the responsibility of the player to alert the officials and seek First Aid. First Aid should be obtained from the Convenor, and not the venue personnel. The officials will stop the game where necessary.

The injured player must fill out an Incident Report Form (supplied by the Convenor), no matter how minor the injury is. **Insurance claims cannot be made without this form being completed at the time of the injury.**

The Games

When you arrive at your first game, you need to provide a list of your team's players to the Convenor. The Convenor will also provide your Team Captain with the following:

- Players List – an attendance form for your team, as per your supplied team list. This attendance form must be filled in every game with PHOTO ID to ensure all players who go through to the finals have played at least three (3) games.
- Participant Waiver Forms – to be completed in full with a dated signature by all players.

For Netball and Basketball, the officials will also provide you with the scorecards, and your team will need to assign someone to keep score for the game (shared with the opposing team).

For all fixtures, the Team Captain needs to sign the scorecards at the end of the matches to verify the score. The scores will be updated on the website within two (2) working days.

All teams must turn up at least ten (10) minutes before their game and notify the Convenor of their attendance. If any team arrives more than five (5) minutes after the starting time of their game, then the match shall be forfeited.

Forfeiting

If a team cannot get enough players together for a match they must inform the Competitions Coordinator as soon as possible. Contact details are listed below. Notice needs to be given at least twenty-four (24) hours before the game day for a weekday, and for a weekend game, notice must be given the Friday before the game, before 3.00pm. This time allows the Competitions Coordinator to ring the other team to let them know of the forfeit.

Please note that the Competitions Coordinator reserves the right to ask a team to leave the competition, without refund, should they forfeit more than two (2) games and do not provide a valid reason. In this instance, what is deemed "valid" shall be at the sole discretion of the Competitions Coordinator.

The Social Sport Forfeit phone number for outside of business hours is – 07 5460 1425.

Rules

The rules for each of the sports are available on the individual [Social Sport web pages](#).

It is the responsibility of all the players to ensure they know and adhere to the rules. If you have any questions regarding the rules, they should be addressed to the appropriate official before the games begin.

Due to time restraints, officials reserve the right not to explain their rulings during a game. However, players are welcome to approach the officials during the breaks or after a game if they are unsure of a ruling.

Any official's rulings are final and no arguments, rude, abusive or disrespectful behaviour will be tolerated should a player or team disagree with the ruling.

If a player believes that the official's rulings are consistently unfair and are detrimental to their game, then they may approach the Convenor of the sport. The Convenor will then act as an unbiased "second official" to determine whether the rulings are fair and assist the official where necessary. Any rulings made by the Convenor, including those regarding the game or conduct, are final.

Conduct of Players and Teams

The emphasis in this competition is on enjoyment, social atmosphere and skill development. While competitiveness is not discouraged, it should be remembered that novice players need some encouragement and the "win at all costs" philosophy is not appropriate.

Players must conduct themselves in a way that is respectful, safe and positive for all involved in the competitions. There will be no tolerance of rude, abusive, derogatory or other negative behaviour.

A formal complaint and disciplinary procedure exists so that action can be taken against teams or players that display poor conduct.

NO REFUND will be provided if a player or an entire team are asked to leave the competition, at any stage, due to poor conduct.

Should any player or team be found to consistently damage equipment, venue apparatuses or other associated materials, despite warnings, they shall be suspended from the competition and be required to pay for damages incurred.

Social Sport Officials

The officials at the games can include:

Referee/Umpire

Convenor: available for general overview, first aid, administration and assistance of referees and umpires. The Convenor is the Manager on Duty at all times. All disputes, complaints or enquires must be directed to the convenor at the venue.

Wet Weather

Should there be inclement weather before games; the Competitions Coordinator will decide whether or not the fixtures will go ahead. Once a decision has been made to suspend the games, all team captains will be notified and a post will be put on the [UQ Sport Social Sport Facebook page](#).

Please note that reception will not have the necessary information regarding wet weather – the information will only be supplied through the team captains and [UQ Sport Social Sport Facebook page](#).



Team Captains will be notified when games have been cancelled. If team captains are not called or a post is not put on the [Facebook page](#), then it should be assumed that the game is going ahead as planned.

Photography

You accept you may be filmed or photographed, and any media captured may be used by UQ Sport for marketing purposes.

Contact Details

For all enquiries regarding Social Sport please contact:

(07) 5460 1425

gatton@uqsport.com.au

UQ Sport Code of Conduct

The UQ Sport Code of Conduct has been developed to assist all persons involved in sport and recreation at the University of Queensland (UQ), UQ Sport Limited, or a UQ Sport club to promote active participation in quality sport and recreation activities within a safe and enjoyable environment.

UQ Sport has adopted the principles of the [Australian Sports Commission's "The Essence of Australian Sport"](#) and any person involved in sport and recreation in connection with UQ Sport should strive to uphold the principles of:

- **Fairness:** operating within the spirit of the rules, never taking an unfair advantage and making informed and honourable decisions at all times;
- **Respect:** recognising the contribution people make to sport, treating them with dignity and consideration, as well as caring for the property and equipment they use;
- **Responsibility:** taking responsibility for own actions and being a positive role model at all times; and
- **Safety:** encouraging healthy and safe procedures and preventing and reporting dangerous behaviour, while demonstrating concern for others.

Further to the principles, any person: athlete, coach, official, parent, spectator, or administrator involved in sport and recreation in connection with UQ Sport must aim to meet the following minimum standards in regards to their conduct:

GENERAL

- operate within the rules and spirit of the sport, promoting fair play over winning at any cost;
- encourage and support opportunities for people to learn appropriate behaviours and skills;
- support opportunities for participation in all aspects of the sport;
- treat each person as an individual;
- be a positive role model - display control and courtesy to all involved with the sport;
- respect the rights and worth of every person regardless of their age, gender, sexual orientation, ability, culture, or religion;
- respect the decisions of officials, coaches and administrators in the conduct of the sport;
- wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where a power imbalance will exist) with people under the age of 18 years;
- adopt appropriate and responsible behaviour in all interactions;
- adopt responsible behaviour in relation to alcohol and other drugs;
- act with integrity, objectivity, and accept responsibility for your decisions and actions;
- ensure your decisions and actions contribute to a safe environment;
- be fair, considerate and honest in all dealings with others;

- ensure your decisions and actions contribute to a harassment free environment; and
- do not tolerate harmful or abusive behaviours.

In addition to the principles and general code of conduct, any person involved in any of the following capacities must aim to meet the following minimum standards in regard to their conduct:

ATHLETES

- give your best at all times; and
- participate for your own enjoyment and benefit.

COACHES

- place the safety and welfare of the athletes above all else;
- help each person (athlete, official etc.) reach their potential - respect the talent, developmental stage and goals of each person and compliment and encourage with positive and supportive feedback;
- any physical contact with a person should be appropriate to the situation and necessary for the person's skill development; and
- be honest and do not allow your qualifications to be misrepresented.

OFFICIALS

- place the safety and welfare of the athletes above all else;
- be consistent and impartial when making decisions; and
- address unsporting behaviour and promote respect for all people.

ADMINISTRATORS / VOLUNTEERS

- act honestly, in good faith and in the best interests of the sport as a whole;
- ensure that any information acquired or advantage gained from the position is not used improperly;
- conduct your responsibilities with due care, competence and diligence; and
- do not allow prejudice, conflict of interest or bias to affect your objectivity.

PARENTS

- encourage children to participate and have fun;
- focus on the child's effort and performance rather than winning or losing; and
- never ridicule or yell at a child for making a mistake or losing a competition.

SPECTATORS

- respect the performances and efforts of all people; and
- reject the use of violence in any form, whether it is by spectators, coaches, officials or athletes.

UQ Sport Conditions of Entry

1. "We" and "Us" refers to UQ Sport Ltd ACN 135 537 183, its employees, agents and contractors and where the context permits, includes The University of Queensland.
2. "You" and "Your" means a person who attends a Facility to take part in an activity organised or operated by Us.
3. "Facility" or "Facilities" means any venues or facilities operated or leased by Us at which You participate in activities organised or operated by Us.
4. You must comply with these Conditions of Entry and follow instructions that are either displayed within a Facility that You attend or are given by Us (and any person appointed by Us to manage the Facility) from time to time.
5. You must use the Facility in accordance with Your booking, and strictly only between the times and on the dates specified in Your booking. No coaching is permitted, unless We specifically advise otherwise.
6. You must not smoke in any Facility or within 4 metres of an entrance to a Facility.
7. You must not litter or cause damage to any Facility. You are responsible for the cost of rectifying any damage that You cause to the Facility.
8. No alcohol, illegal or offensive substances or items, weapons, glass or sharp objects or oversized items of any kind are permitted in any Facility.
9. The use of cameras, audio or video recorders and other recording devices within any Facility is strictly prohibited, unless We specifically advise otherwise.
10. It is a condition of entry that You consent to bag searches, and We may confiscate prohibited items and items which in Our reasonable opinion may cause injury or a nuisance to patrons using a Facility.
11. You must not obstruct entry, exit or general movement of any person using a Facility.
12. Animals are not permitted at a Facility with the exception of Guide/Assist dogs or otherwise as permitted by law.
13. Offensive or inappropriate behaviour will not be tolerated and will result in immediate eviction from the Facility without refund of booking and/or hire costs.
14. We reserve the right to temporarily close all or part of each Facility at any time without notice due to an emergency or inclement weather. We reserve the right to temporarily close all or part of each Facility on reasonable prior notice where such closure is reasonably required for maintenance and constructions works.
15. You must promptly report to Us any health or safety concerns You become aware of while in a Facility.
16. All children under 15 years of age must be accompanied and supervised by an adult (aged 18 years or older) at all times.
17. To the maximum extent permitted by law, You enter and use each Facility at your own risk.
18. You acknowledge and agree that We will not be responsible for (and You forever release Us from, hold Us harmless and waive all rights in respect of) any loss or damage caused to You or any other party in connection with Your use of a Facility that is in the nature of:
 - a. death or physical or mental injury;
 - b. the contraction, aggravation or acceleration of a disease; or
 - c. the coming into existence, aggravation, acceleration or recurrence of any other condition, circumstance, occurrence, activity, form of behaviour, course of conduct or state of affairs that may be harmful to You or the community or may result in harm or disadvantage to You or the community,
 except where that loss or damage is caused by Our reckless conduct.
19. For the avoidance of doubt, We will not be liable for any loss or damage of a kind described in clauses 18(a) to (c) above which is caused by Our negligent conduct, unless that conduct is also reckless conduct.
20. For the purposes of these Terms and Conditions, conduct is "reckless conduct" if We are aware, or should reasonably have been aware, of a significant risk that the conduct could result in personal injury to another person and We engage in the conduct despite the risk and without adequate justification.



21. You indemnify Us and agree to keep Us indemnified in respect of any loss or damage suffered or incurred by Us as a result of Your attendance at or use of a Facility, except to the extent that We are liable for that loss or damage under this Agreement.
22. Surveillance cameras may be in use at each Facility.
23. You must not use Our equipment or a Facility for any purpose other than the relevant sporting activity.



UQ Sport Participant Waiver

This Agreement is between:

UQ Sport Limited ACN 135 537 183 of Building 25, Union Road, St Lucia QLD 4067 "UQ Sport"

Name of Participant of Address of Participant "Participant"

In consideration for UQ Sport permitting the Participant to take part in activities organised by UQ Sport (the "Activities"), or to use facilities and equipment owned or operated by UQ Sport, the Participant agrees with UQ Sport as set out below.

- 1. The Participant acknowledges that the Activities involve physical exertion and physical risk and could result in the Participant's (or another party's) death, physical injury, mental injury or other impairment.
2. To the maximum extent permitted by law, the Participant voluntarily agrees to take part in the Activities at the Participant's risk.
3. The Participant understands that the Participant may at any time refuse to take part in an Activity.
4. The Participant warrants to UQ Sport that the Participant has informed UQ Sport in writing of the existence of any medical condition or impairment that may affect the Participant's ability to safely take part in the Activities.
5. The Participant acknowledges and agrees that UQ Sport, its employees, agents or contractors will not be responsible for (and the Participant forever releases UQ Sport from, holds them harmless and waives all rights in respect of) any loss or damage caused to the Participant or any other party in connection with the Activities in the nature of:
a. death or physical or mental injury;
b. the contraction, aggravation or acceleration of a disease; or
c. the coming into existence, aggravation, acceleration or recurrence of any other condition, circumstance, occurrence, activity, form of behaviour, course of conduct or state of affairs that may be harmful to the Participant or the community or may result in harm or disadvantage to the Participant or the community, except where that loss or damage is caused by the reckless conduct of UQ Sport.
6. For the avoidance of doubt, UQ Sport and its employees, agents and contractors will not be liable for any loss or damage of a kind described in clauses 5(a) to (c) above which is caused by their negligent conduct, unless that conduct is also reckless conduct.
7. For the purposes of this Agreement, conduct of a party is "reckless conduct" if the party is aware, or should reasonably have been aware, of a significant risk that the conduct could result in personal injury to another person and the party engages in the conduct despite the risk and without adequate justification.
8. Where UQ Sport provides equipment for the use of the Participant or others taking part in the Activities, the Participant agrees that UQ Sport will not be liable to the Participant for any loss or damage caused by the use or misuse of that equipment, except where UQ Sport is in breach of a statutory guarantee granted to the Participant under Part 3-2 of the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) or the liability cannot otherwise be excluded or limited by law.
9. The Participant indemnifies UQ Sport and agrees to keep them indemnified in respect of any loss or damage suffered or incurred by UQ Sport as a result of the Participant taking part in the Activities, except to the extent that UQ Sport is liable for that loss or damage under this Agreement.
10. Nothing in this Agreement is intended to exclude or limit the Participant's rights under any law that cannot be excluded or limited and this Agreement is to be read and construed accordingly.

Signed by the Participant: _____ Date: / /

Signed for and on behalf of
UQ Sport Limited ACN 135
537 183 by its authorised
officer in the presence of:)
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)
)

Witness Authorised officer
Date: Date: