

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.

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.

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 3365 6612 or uqsport@uqsport.com.au .

Wet weather for Bookings

In the event of wet weather please contact UQ Sport on 07 3365 6612 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 3365 6612 or uqsport@uqsport.com.au for 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 Enrolment

Once you have successfully enrolled in your desired competition, a confirmation e-mail will be sent to your email address. The initial registration fee is to sign up for Indoor Pick-Up Basketball. In order to maintain flexibility for players, it is \$5 per session you attend, so you do not need to attend every week. When you arrive at the Sports Hall, just go to reception to purchase your ticket to the pick-up game, then present that ticket to the convenor at the court.

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 complaint or concern regarding the conduct of another player, team or official, we encourage you to email Social Sport – socialsport@uqsport.com.au and notify Us as soon as possible. The grievance lodged must describe the incident that occurred in a factual manner and will be reviewed by UQ Sport Management.

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

Insurance Procedures

If any injury occurs during the game, it is the responsibility of the teams / players 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

Please arrive at the venue 10 minutes before the games start.

When you arrive, you need to buy a \$5 ticket to the session from reception at the UQ Sport Fitness Centre. Show this ticket to the convenor upon entry and sign in using the UQ Sport QR Code.

After you have signed in and entered the court, you can choose your own teams and play against other social sport players.

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:

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.

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) 3365 6612

socialsport@uqsport.com.au