

UQ Sport Tennis and Pickleball Casual Court Hire Terms & Conditions

Casual Court Hire Definition

Casual court bookings should be made online via the UQ Sport website. A casual court hire booking may be used for the following activities:

- a) Singles casual play
- b) Doubles casual play
- c) Individual practice
- d) Matchplay practice
- e) Hitting drills for up to a maximum of four people per court

Court Bookings

- a) Full payment must be made online to reserve a court.
- b) The customer with a booking must check in at the Pro Shop before commencing play.
- c) A court booking cancellation or rescheduling must be communicated via email to the UQ Tennis Centre no later than 2 hours prior to the start time of the booking, or the booking fee may be forfeited.
- d) If your booking is cancelled due to wet weather, unplanned urgent maintenance or deemed unsafe by Management, the booking will be rescheduled or refunded.
- e) Private coaching is not permitted unless delivered by a UQ Sport representative in uniform, or there is written consent by the Tennis Centre Management.
- f) The use of ball baskets/buckets/tubes and other forms of coaching equipment as well as vocal instructions and feeding of balls, are indicators that can be interpreted as coaching on the premises. If identified and interpreted as coaching, a UQ Sport representative may ask you to present a valid coaching agreement. If an agreement cannot be presented upon request, we may ask you to leave, resulting in the cancellation of your booking. Instructions from a UQ Sport representative must be respected at all times. No refunds will be provided if a customer is removed from the Centre.

Gold Membership bookings

In addition to the general court booking rules, the following applies to Gold Members using their membership to make a booking during off-peak times.

- a) The Gold Membership is individual and allows one (1) future court booking of one (1) hour to be booked free of charge.
- b) The Gold Member must be present and actively utilise the court booking.
- c) Late arrivals forfeit the booking.
- d) No-shows are not accepted and may lead to termination of the Gold Membership.
- e) The court hire inclusion in the Gold Membership is subject to availability.

Conditions of Entry

1. You must comply with these conditions of entry and follow instructions displayed within the Facilities or given by Us (and any person appointed by Us to manage the Facility) from time to time.
2. You must use the Facilities in accordance with Your membership or booking and, if applicable, strictly only between the times and the dates specified in Your booking.

3. You must not allow any person to use Your membership or student card to gain access to the Facility. Failure to observe this condition may result in eviction from the Facility and Your access rights being immediately cancelled.
4. You are responsible for the conduct of anyone participating with You.
5. Smoking is not permitted in this Facility, or on any University of Queensland campus or recognised site.
6. You must not litter or cause damage to the Facilities. We reserve the right to on-charge for any damage to the Facilities.
7. No alcohol, illegal or offensive substances or items, weapons, glass or sharp objects or oversized items of any kind are permitted in the Facilities.
8. The use of cameras, drones, audio or video recorders and other recording devices within the Facilities is strictly prohibited unless We specifically advise otherwise.
9. It is a condition of entry that You consent to bag searches, and We may confiscate prohibited items and items which, in Our opinion, may cause injury or a nuisance to other patrons using the Facilities.
10. Protect your valuables as thieves operate on campus despite security patrols and surveillance throughout the campus.
11. Surveillance cameras may be in use at this Facility.
12. Patrons under 16 must always be accompanied and supervised by a responsible adult (18 years and older).
13. You must not obstruct entry, exit or general movement of any person using any of the Facilities.
14. Animals are not permitted at any of the Facilities except assistance animals unless We specifically advise otherwise.
15. We may refuse entry to or require a person to leave the Facility if the person is abusive, uses offensive language or inappropriate behaviour, is under the influence of drugs or alcohol, or the person's behaviour is threatening or offensive to others.
16. We may evict or refuse entry to any person if such eviction or refusal is reasonably necessary to ensure the safety or comfort of other patrons of the Facilities.
17. We reserve the right to close the Facilities at any time without notice for, but not limited to, an emergency, due to current or potential extreme and/or inclement weather, or for maintenance and construction works.
18. You must promptly report to Us any health or safety concerns You become aware of while in the Facilities.
19. Report any incidents, injuries or near misses to Us.
20. You must always wear appropriate attire for the activity and non-marking footwear (footwear accepted in the pool).
21. You must not use Our equipment or the Facilities for any other purpose than the relevant sporting activity.
22. Unless otherwise approved by Us, only We can coach in this Facility.
23. You must carry your student card, or membership card or have a valid casual pass or proof of booking when using the Facility.
24. Patrons assume all risk of any damage or loss (including property damage, personal injury, economic and consequential loss) however it arises at this Facility. Patrons bring their personal effects into the Facilities at their own risk. We will not be responsible for any damage or loss or theft of a patron's personal property.
25. Observe and follow any other rules and signage in the Facility.