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 facilities (e.g. 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 1300 755 293 or uqsport@uqsport.com.au .

Wet weather for Bookings

In the event of wet weather please contact UQ Sport on 1300 755 293 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 1300 755 293 or uqsport@uqsport.com.au for more information.

Social Sport Terms, Conditions & Competition Information

This information is designed for everyone involved into the Social Sport program to ensure the program is fun, social and safe. Teams must be aware of the Terms & Conditions and agree to them BEFORE finalising their enrolment. The acceptance of the Social Sport Terms, Conditions & Competition Information includes those listed on the website, as well as those listed here.

Your Team Enrolment

The Team Contact enrols the team in a competition. Once you have successfully enrolled in your desired competition, a confirmation e-mail will be sent to the 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 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.

Players must have sign in and played a minimum of two (2) games to be eligible to play in any of the finals series games.

Team Contact Responsibilities

Each Team must have one designated Team Contact for the season. Please note the following Team Contact responsibilities:

- Must be at least 18 years of age.
- Be the primary contact for all on-court and off-court matters on behalf of the team.
- Ensure enrolment is completed and fees paid before commencement of competition.
- Ensure all players sign on each week
- Ensure team members are at least 16 years of age, with any players under 18yrs providing contact information for a responsible adult as part of their sign in.
- Ensure all team members have played the minimum number of games to qualify for playing in Finals.
- Ensure all team members are aware of the competition rules published by UQ Sport
- Ensure all team members are aware of the penalties to any breaches to the Code of Conduct as outlined in the Conduct Breaches – Sanction Guidelines section below.
- Ensure all players acknowledge and abide by the Social Sport Terms and Conditions; facility Conditions of Entry; Code of Conduct; Participant Waiver
- Ensure all team members are aware of the game times and any changes to fixtures,

Your Team Name

UQ Sport monitors all team names that are chosen and will be in contact with team captains if the team names need to be changed to something more acceptable or your chosen name is already in use by another team.

Grading

If you are in a league with more than 11 or more teams, the first 3 weeks of your season will be grading weeks. After these 3 weeks, we will put you into divisions and then the next 4 weeks will consist of regular season games. The final 3 weeks of the competition will be our Finals Rounds.

If you are in a league with 10 or less teams, you will not have grading weeks. Weeks 1-7 will consist of regular season games and weeks 8-10 will be the Finals Rounds.

Teams playing in the Summer Semester will not play grading games. Weeks 1-6 will consist of regular season games and weeks 7-8 will be the Finals Rounds.

Complaints and Concerns

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. 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.

QR codes to lodge complaints and incidents are also available with the UQ Sport Convenor at the facility.

Please note that based on the nature of the complaint and the persons involved, UQ Sport may need to escalate the grievance to another party (e.g. The University of Queensland) for review,

For any other feedback please 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 (QR code linked to a form supplied by the Convenor), no matter how minor the injury is. If this is not possible, a Team Member or UQ Sport staff member may complete the form. **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 sign in using the UQ Sport Social Sport QR Code. Every player on your team must sign in using the UQ Sport Social Sport QR Code every week as it used for the following purposes:

- Team Sign On Sheet

- Participant Waiver
- Verifies player eligibility for finals rounds
- Verifies attendance at Social Sport for any injury insurance claims

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 Contact 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) business days.

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

All players are required to bring a form of PHOTO ID for the Convener to check player eligibility for every finals game.

Forfeiting

If a team cannot get enough players together for a match, they must inform the Competitions Coordinator as soon as possible. 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 contact 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 form is found here.

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, the 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 Code of Conduct exists outlining expectations of behaviour for all persons involved.

Complaints can be lodged here. for breaches of Conduct, refer to conduct breaches – Sanction guidelines below.

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 may be suspended from the competition and be required to pay for damages incurred.

Conduct Breaches – Sanction Guidelines

The Code of Conduct sets standards for respectful, fair, and safe sporting environments. In the event these standards are not upheld, UQ Sport may implement the following sanctions for breaches in conduct. The table below encompasses standards set by the National Integrity Framework by Sport Integrity Australia,

Offence	Examples	Minimum Sanction Guideline	Maximum Sanction Guideline
Undirected Physical or Verbal Misconduct	Mistake with an absence of intent to harm. Aggressive tone, swearing (not directed at a specific person), unintended overly physical contact (not involving sexual misconduct); overly competitive behaviour.	Warning (verbal or written)	Warning (verbal or written)
Directed Verbal Misconduct	Use of offensive, insulting or abusive language and/or gestures directed at a team/individual. Use of discriminatory language and/or gestures, including racist, homophobic, religious, ethnic or sexist remarks. May be towards other participants, Officials, or spectators.	Warning (verbal or written)	Suspension for remainder of competition season

Directed Physical Misconduct Against a Match Official	Conduct that intends to cause or causes significant harm. Eg. pushing, striking, kicking, elbowing, headbutting; spitting; intimidation.	Suspension for remainder of competition season	Life
Physical Misconduct	Excessive force when challenging for the ball when it is in play. eg: tackle from behind that endangers the safety of an opponent; pushing; shoving; striking; kicking; elbowing; spitting. Excludes gender-based violence/sexual misconduct.	2 matches	Suspension for remainder of competition season
Serious Physical Misconduct	Excessive force or brutality when NOT challenging for the ball, including but not limited to striking, kicking, elbowing, headbutting. This may occur either on the field of play or outside its boundaries; whether the ball is in play or not; against an opponent, team-mate or any other person; or before/after fixture has occurred. Violent conduct of the most serious nature that intends to cause or causes significant harm to any person. Involvement in a brawl (but not if person has tried to prevent a fight, shield others or separate those involved in a brawl).	Suspension for remainder of competition season	Life

Further to the above:

- Acts of violence or harassment may also be referred to UQ under the National Code, the Police, Human Rights Commission or to Sport Integrity Australia for advice or follow up.
- UQ Sport may determine that the actions of a team member or spectator were of such a nature that it warranted a sanction greater than the maximum guideline. Repeat offences may be taken into consideration.
- Deduction of competition points, suspension from attending UQ Sport venues and facilities, or a recommendation for further education may also apply for conduct breaches.
- If a team member plays in multiple teams or across multiple social sport competitions, the sanction applies to their participation in all UQ Sport social sport competitions.
- Suspension from matches includes participation and spectating.

Competition Draws

Draw Information

Our Semester 1 and Semester 2 Social Sport Competitions run over 10 weeks, comprising a seven-week round-robin competition followed by a three-week finals series:

	Competition weeks (Round Robin)
Weeks 1-7	
Weeks 8-10	Finals weeks (combination of Knock-out Games and Social Matches)

Our Summer Semester Social Sport Competitions run over 8 weeks, comprising a six-week round-robin competition followed by a two-week finals series:

	Competition weeks (Round Robin)
Weeks 1-6	
Weeks 7-8	Finals weeks (combination of Knock-out Games and Social Matches)

If a competition has more than one division of teams then grading will be conducted in weeks 1-3. After the 3rd week, the teams will be divided into divisions based upon their ladder points. Points will be carried across from the grading weeks.

All teams are included in all 8 and 10 weeks of the competitions.

Should grading weeks be necessary, teams will be graded according to their position on the ladder (ie. If there are 20 teams registered, teams placed 1st – 10th will be in division 1 and teams placed 11th – 20th will be in division 2).

If a competition has an uneven number of teams, a bye will be implemented into the draw. The bye will be rotated between teams during the competition.

Structure

Please note that not all draws will be the same through all competitions due to variations in the number of teams in the draw, times and venue availability. The information below should be used only as a general guide to our competition draws.

Weeks 1-7 of Semester 1 & 2 / Weeks 1-6Summer Semester

Teams are randomly placed into the draw, and every attempt is made to rotate the times of the games and the courts/fields amongst teams where possible.

If there are odd numbers of teams in a competition, then a “bye” will be implemented in that draw and will be rotated amongst teams.

Weeks 8-10 Semester 1 & 2 / Weeks 7-8 Summer Semester

All teams are included in the Finals draw. The structure of the Finals system will be determined by the number of teams in the competition.

Competitions with 3 weeks of Finals will consist of Quarter finals, Semi Finals and Grand Finals. Competitions that consist of 2 weeks of finals will on consist of Semi Finals and Grand Finals.

Formats will be 1st vs 8th or, 1st vs 4th depending on the number of teams in the certain division.

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. All disputes, complaints or enquires may be directed to the convenor at the venue in the first instance or refer to the Complaints and Concerns section above.

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 Contacts will be notified and a post will be put on the UQ Sport Social Sport Facebook page.

Please note that UQ Sport Fitness Centre will not have the necessary information regarding wet weather – the information may only be supplied through the Team Contact and UQ Sport Social Sport Facebook page.

Team Contacts 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.

If the weather changes after competition has commenced, the Convenor may cancel fixtures and notify Team Contacts.

UQ Sport will endeavour to re-play fixtures that did not commence due to wet weather or other factors. If a game is rain affected during the fixture and the game is cancelled mid-way through, the score will remain as it is.

Bibs

Netball bibs are available to purchase from UQ Sport Fitness Centre reception desk for $60 per set during game nights.

Photography

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

UQ Sport 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. Persons under 16 years of age must always be accompanied and supervised by a responsible adult (aged 18 years and older).
13. You must not obstruct entry, exit or general movement of any person using any of the Facilities. Animals are not permitted at any of the Facilities with the exception of 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 wear appropriate attire for the activity and non-marking footwear at all times (footwear excepted 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 are permitted to coach in this Facility.
23. You must carry your student card, 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.

"You" and "Your" means the person who enters or uses the Facilities. "We", "Our" and "Us" means UQ Sport Ltd ACN 135 537 183, its employees, agents and contractors, and where the context requires, includes the University of Queensland.

Contact Details

For all enquiries regarding Social Sport please contact: 1300 755 293 socialsport@uqsport.com.au