

Primrose Park Tennis Lessons

Terms and Conditions

Payments

- Full payment must be made at the beginning of each school term for all lessons (Group, Pro Ams, and Private).

Lesson Types

- Group Lessons
- Pro Am Lessons
- Private Lessons

Make-up Lessons and Refunds

- Lessons will proceed as scheduled unless determined to be impractical by management (eg rain)
 - Make-up lessons or refunds are not available unless approved by management.
 - Players are not permitted to alternate between groups under any circumstances.
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Wet Weather Policy

- All group lessons include one "wash-out" day. If two or more wash-outs occur during a term, you will receive a credit for the following term, excluding the first wash-out.
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Cancellations

- **Group Lessons:** No credits or refunds will be provided for missed group lessons.
- **Private Lessons:** A 24-hour notice of cancellation is required, or you will be charged the full lesson fee.
- **Casual Attendees:** "No shows" will be charged the full fee for the missed lesson.

Court Hire

- Aggressive behaviour, profanity, or unsportsmanlike conduct will result in the immediate forfeiture of the booking and the associated fees.
- The playability of courts due to weather conditions is at the sole discretion of management.
- Alcohol, vaping, smoking, and chewing gum are strictly prohibited on the premises.
- Use of the "hitting wall" is available only by prior arrangement through the office.
- Court allocation may be altered at management's discretion.
- Subletting courts or any commercial use (e.g., coaching) is strictly prohibited unless prior arrangements have been made with management. Coaches must have pre-arranged agreements.
- Players wishing to extend a casual booking must do so either online or in the pro shop. All extensions of play are subject to additional charges determined by management.
- All players must report to the pro shop before their court booking or lesson.
- Animals (including dogs) are strictly prohibited from entering the tennis courts.

Membership

- Members are entitled to 1 hour of play per day, excluding the period between 7-8pm.
- Bookings may only be made within 24 hours prior to the desired playtime.
- The nominated member must be present for the entire duration of the booking.
- Members are required to make bookings online.
- Commercial use of courts (e.g., coaching) is not allowed under membership terms.
- Repeated violations of these conditions will result in membership cancellation without any refund.
- Members who fail to attend a booking will be charged at the casual booking rate.

Code of Conduct

Primrose Park Tennis is committed to providing a positive and respectful environment for all players, coaches, and staff.

- Players are expected to exhibit good sportsmanship, respect others, and follow all facility rules.
 - Proper tennis attire, including non-marking shoes, must be worn at all times.
 - Offensive language, unsportsmanlike behaviour, or inappropriate conduct may result in suspension of playing privileges or cancellation of membership.
 - Respect for facilities, equipment, and other players is essential. Players who damage property will be held responsible for repair costs.
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Waiver and Liability

- By participating in any activity at Primrose Park Tennis, players acknowledge that they do so at their own risk.
 - Primrose Park Tennis, its management, and staff are not responsible for any injury, illness, or loss that occurs during lessons, court hire, or any activity on the premises.
 - Participants are encouraged to have appropriate personal insurance coverage for any injury or accident that may occur.
 - Players must comply with all health and safety regulations while on the premises.
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Privacy Policy

- Primrose Park Tennis respects the privacy of its members and players. Any personal information collected (e.g., for bookings, payments, or memberships) is strictly for administrative purposes and will not be shared with third parties.
- All data is stored securely, and access is restricted to authorised personnel only.
- Members and players have the right to request access to their personal information at any time and may request corrections if needed.