

## Court Booking Policy

To book a court register via our on-line booking portal Openplay at [www.twistfizz.co.uk/booking](http://www.twistfizz.co.uk/booking)

### 2019 - Court Fees

Court fees are set by the Royal Borough of Greenwich as follows:

£6 per hour – adult

£4 per hour – concession

£8.50 per hour – flood-lights (available September 2019)

To book at the concession rate you must be able to show that you are:

- in receipt of Income Support, Family Credit, Housing Benefit, Council Tax Benefit or Invalidation Benefit;
- on a Government Training scheme;
- a full time student;
- at pensionable age

Court bookings can be made online, via the Openplay mobile app, in person or over the phone 7 days in advance.

All chargeable courts, must be paid for in full at the time of booking

Court bookings will be confirmed by email, bring this along as proof of booking

Bookings may be made on the hour or half hour

A customer may book a maximum slot of 1.5 hours at any-time throughout the week. The standard price will be adjusted to include the additional half hour

A court booking should be made in the name of the person that will be playing. Players may be asked to leave the court if the person named on the booking is not present

Children are encouraged to use a court whenever it's available without making a booking. All children under the age of 16 years must be supervised by a parent

When a court booking is made for an adult and junior playing together, the adult fee applies

TwistFizz reserve the right to introduce advanced booking restrictions at times where tennis courts are in high demand. During such times, customers will only be able to make one advance booking per day and book a maximum one hour slot. Subject to availability, additional bookings in high demand periods can be made 24 hours in advance.

Refunds and credits will only apply if 24 hours advance notice of cancellation is given. This can be done by emailing [hello@twistfizz.co.uk](mailto:hello@twistfizz.co.uk) or texting 0776 258 208

A player may change the time and date of a booking provided this is done 24 hours in advance of the original booking.

Players not present within 15 minutes of the start of a booking risk having the court re-issued or sold to another customer

## **The coaching programme**

Courts will be used for the delivery of the coaching programme, competitions and events. These bookings will be visible upon making a booking

TwistFizz coaches are welcome to coach members of the public at Eltham Park South. All TwistFizz coaches are LTA qualified, accredited, first aid trained, DBS checked and have attended safeguarding training

## **In bad weather**

Email [hello@twistfizz.co.uk](mailto:hello@twistfizz.co.uk) a maximum of three days after the date of a booking postponement to request a credit

A full booking fee is payable for any booking that continues for longer than 30 minutes after the booked hour

It's the players responsibility to claim a credit when weather has prevented play. A credit will expire 90 days from issue.

Court usage in adverse weather conditions is at the individuals own risk and you shall not hold TwistFizz C.I.C. responsible for any personal injury or accidents

## **Go Play Pass**

Acceptance of an application for a Go Play Pass is at the discretion of TwistFizz C.I.C. A limited number of these will be offered for sale per year

The Go Play Pass is purchased on a rolling renewal basis. This means that the Pass will automatically renew every 365 days unless you inform us otherwise. If you don't want to renew inform us by writing ([hello@twistfizz.co.uk](mailto:hello@twistfizz.co.uk)) before the renewal date

A Go Play Pass is not transferable

A Go Play Pass is issued per household. A maximum of 2 adults and 4 children under 16 years living at the same address may access tennis using the Go Play Pass

A Go Play Pass cannot be frozen and is valid for one year from purchase. The purchase of a Go Play Pass is non-refundable

The Go Play Pass is valid for use at Eltham Park South only

A maximum of 7 hours of court hours can be booked in any week (Monday to Sunday). This equates to 7 hours of tennis per household per week for no additional charge during daylight hours

Courts can be booked up to 7 days in advance

Go Play Pass holders may book flood-lit tennis for £2.50 per hour

## **General**

A court booking must be made in order to play tennis at Eltham Park South, unless you're a child under 16 taking advantage of a spare court

For the safety of all players, bikes and scooters must be left outside the courts. They can be locked up on the bike racks out-side of the court

Clear away rubbish

Courts are booked / used for tennis only, no other activity is permitted on the courts

Plastic drink bottles are welcome, no glass please

The TwistFizz team of coaches are the only ones permitted to coach at Eltham Park South

All issues, maintenance concerns should be reported to the TwistFizz team at [hello@twistfizz.co.uk](mailto:hello@twistfizz.co.uk)

**Have a great game!**