

Go Play Pass Holders FAQ

Go Play Pass holders may book up to 7 hours of tennis per week for an annual fee of £52.

Booking a court is quick and easy. You may have some questions, we've answered a few that might be useful below:

1. How do I get a Go Play Pass?

Visit <https://www.twistfizz.co.uk/booking-eltham-park-courts-go-play-pass/> and register and pay on-line for a Pass

2. Who can book using the Go Play Pass?

A Go Play Pass entitles a maximum of two adults and four children living at the same address to be linked to the pass. Please be aware that adults must book on behalf of linked users under the age of 16

3. Which courts can I book?

Any of the macadam courts at Eltham Park South can be booked, provided they are showing available via our booking portal.

4. Am I guaranteed a court?

All users are entitled to book courts seven days in advance and there are times during the week that everyone wants to play. A pass does not guarantee you a court booking, it instead entitles you to book courts for an annual fee.

5. How far in advance can I book a court?

You can book a court 7 days in advance with a Go Play Pass

6. How do I access the bookings?

Use the links provided on the TwistFizz website or download the MindBody Fitness App, and use your mobile to manage court bookings

7. How do I prove I've booked a court?

An email confirmation will be sent to confirm your court booking. You can view the court number you are booked onto by visiting your MindBody account (website or app)

8. Can I book a grass court?

The grass courts are offered free of charge and are allocated on a first come first serve basis. Please note the Royal Borough of Greenwich manage the grass courts

9. How much does it cost to book a court?

All Courts are free of charge for Go Play Pass holders during day-light hours.

10. Can we book floodlight tennis for no additional charge too?

To play under floodlights you'll need to purchase a Smart Card along with flood-light credits. With a Go Play Pass, an hour of flood-light tennis will be charged at £3.50.

11. Can I book unlimited courts?

With a Go Play Pass you can book a maximum of 7 hours per week, 1 booking per day

12. Can I give my Go Play Pass to someone else to use?

Only those named on the card may use the Go Play Pass. **This is when we get super strict, anyone found to have given their pass details to another will have it cancelled, no refunds, no second chances.**

13. Can I arrange events / competitions using my Go Play Pass?

The Go Play pass is for the use of your household only. Any request to run events or competition must be received in writing to hello@twistfizz.co.uk

14. What if I book a court then don't show up?

Court time is precious, so make sure you cancel your court 4 hours in advance of the booking. We operate a 3 strikes and you're out! Policy
That means your Go Play Pass will be suspended for a month without credit

15. How many consecutive hours can I book?

You can either book for an hour or 1.5 hours on any day during the week. If it's particularly busy the maximum booking maybe capped at 1 hour

16. What if I've booked a court and then can't make it?

You can cancel the court through your MindBody account. Just make sure you do it a minimum of 4 hours before the time of the booking.

17. Can I change my booking?

Yes, you can change the time and date of your booking provided you do so 4 hours in advance of your original booking.

18. What happens if the on-line booking system fails/goes down?

If the site is down, please call 0208 987 8027 or email hello@twistfizz.co.uk and a member of the TwistFizz team will be happy to assist.

19. How do you process my personal information?

Any personal data we collect from you is treated in accordance with the TwistFizz Privacy Policy.