

Terms and Conditions

The terms and conditions for all court hire bookings and program payments at the Sydney Olympic Park Tennis Centre (SOPTC) are listed below.

Please note that we do not provide refunds, we only provide credits.

Any cancellation can only be made by phoning our Pro – Shop or reception on (02) 9024 7628.

Casual Court Hire:

1. A court booking can be made by phone or 'on-line', and must be paid for at the time of booking.
2. The cost per hour is as per our court hire rates that vary depending on the day and time of your booking.
3. Cancelling your booking can ONLY be made by phoning (SOPTC) Pro-shop or reception on (02) 9024 7628.
4. If a booking is 'washed out' a full credit is given. Only (SOPTC) can declare a 'wash out' as it must be raining at the centre for the booking to be considered as a 'wash out'. You must phone (SOPTC) to confirm.
5. In the event of lightning during your court hire, all play will be suspended and a credit will be given.

Private Lessons:

1. Lessons must be paid for prior to or at the time of the lesson.
2. Any lesson not paid for prior to or at the time of a lesson, will have an administration fee of \$10.00 added to the cost of that lesson.
3. No further lessons will be provided until any outstanding accounts / payments are made in full.
4. If you do not turn up for your paid lesson without informing your coach at least 24hours prior to your lesson, you will not be entitled to a credit.
5. All private lessons are considered on (and 100% of the lesson fee applies) provided it is not raining at (SOPTC) at the time of the lesson.
If you are in doubt about the weather conditions at (SOPTC) please phone the Pro – Shop or reception on (02) 9024 7628 as the coach will make a decision 30 minutes prior to the lesson.
6. If it is raining and therefore the lesson cannot be held, a 100% credit applies.
7. There are no other weather conditions (e.g. heat, cold, wind) that are considered valid for any form of credit).
8. In the event of lightning, all lessons will be suspended and a credit will be given.

All Group & Squad Coaching Lessons:

1. Bookings can only be made through our (SOPTC) Pro-shop or Head Coach by filling out a program application form. Visit our website to view the programs on offer and to download application forms www.soptennis.com.au
2. **Confirming New Applications:** Once an application form has been received, you will receive a phone call from our SOPTC Head Coach confirming whether there is an appropriate coaching position available. Once confirmed, an invoice will be posted out within the first week of term. Payment must then be made within 7 days.
3. If payment is NOT received within 7 days, your child's position may be withdrawn.
4. **Re-Enrolment Applications:** All current customers wishing to re-enroll must fill out an application form each term to secure your position. Pupils wanting to enroll in the same class as the previous term can assume that the class is confirmed once your application form has been received. However, the Head Coach may contact you if your class needs to change.
5. Group and squad coaching classes are held in all weather conditions. A suitable wet weather program has been specifically designed for these lessons to go ahead. No credits are given to NO SHOWS due to wet weather.
6. In the event of lightning, all coaching programs will be taken off court and continue as a wet weather program.