

Covid-19

- Prior to booking, please read the [LTA Guidance for Players](#).
- You must book a court online via ClubSpark before you play – ‘DQ Play Your Way’
- Take off the court everything you take on – including all balls and general litter (please use bins provided)
- All equipment will be routinely cleaned throughout the day, however to minimise risk to all, please ensure that you do not touch equipment placed around the site, including the net and posts etc
- There will be hand sanitiser placed around site which we encourage all to use before and after play
- Anyone seen to be breaking court rules may be banned from future booking
- Maximum of 4 people may be present on any one court. Spectators are not encouraged to attend unless in a supervisory manner
- We will be operating a separate entry and exit for each court to minimise risk of covid-19 spread
- Avoid changing ends or change at opposite sides of the net.
- Please minimise what you take to the court, only taking what you need to play
- It is advised that you wipe down your tennis equipment before & after use
- Do not play or attend the facilities if you showing symptoms of COVID-19 or self-isolating
- Maintain social distancing of 2m at all times.
- Toilets will be opened on site for players only and cleaned throughout the day.

Before Play

- You must book a court online via ClubSpark before you play – ‘DQ Play Your Way’
- If you have any issues with booking, please read our [Troubleshooting Guide](#)
- Cancel any unwanted bookings online (3 hours in advance of your session to receive an automatic refund, otherwise a refund will be given at the Council’s discretion)
- Courts can be booked for a maximum of 1 hour at a time. For additional time, you will need to book an additional slot at the next available time
- The Council reserves the right to pre-book the Courts for coaching, events and maintenance
- Report any damage to the Council
- 4 courts are available for pay to play, 3 courts for Devonshire Park Lawn Tennis Club
- Courts can be booked for a maximum of 1 hour at a time. For additional time, you will need to book an additional slot at the next available time
- Fees paid are non-refundable unless play is cancelled due to adverse weather
- Court hire is for tennis only

- You must book a Court online before playing – if someone is playing on the Court when you arrive use your booking confirmation as proof. If you have any problems contact us during office hours (Mon-Fri 9am-5pm)
- Parking is available via College Road. Please note this is a pay to park scheme separate to DQ Play Your Way
- Anyone booking a court must be 13 years of age minimum and have the card-payers permission to book the court. Those under the age of 13 looking to book a court, must have adult supervision present throughout the time slot booked
- Ensure you close the Court gate properly when you enter and leave

During play

- Players should comply with the principles of Respect and Fair Play, both on and off the Courts
- Members should wear appropriate sports clothing and footwear when on court
- The playability of all courts will be decided by the Head Groundsman or in their absence, the Duty Manager
- Any playing of music should be at a controlled level that does not annoy other users of the Courts or neighbouring residents and businesses
- Smoking/Vaping is not permitted on the Courts
- Members play tennis at their own risk and are asked to apply common sense in looking out for themselves and other members at all times
- Courts are prepared fit for purpose and those paying to play are doing so at their own risk
- Maximum of 4 people may be present on any one court. Spectators are not encouraged to attend unless in a supervisory manner

After Play

- Ensure you close the Court gate properly when you enter and leave.
- Report any damage to the Council.
- Take off the court everything you take on – including all balls and general litter (please use bins provided)
- All property is the responsibility of the paying participant, the council is not held responsible for any lost property

Cancellation Policy

- Fees paid are non-refundable unless play is cancelled due to adverse weather
- The Council has the right to cancel bookings at their discretion. An email will be sent to the member notifying them
- In the event of bad weather/adverse playing conditions users should inform the Council that play has been cancelled the same day for a refund to be requested
- The Council has the right to cancel play based on adverse weather conditions.

Safeguarding

- Eastbourne Borough Council takes the issue of safeguarding seriously, therefore if you have any concerns please view our [Safeguarding Policy](#) and contact us accordingly
- Eastbourne Borough Council recommends that children under the age of 13 are supervised by their parent/carer whilst at a tennis venue and outside of any venue sessions, such as coaching lessons or tennis camps

First Aid

- First Aid boxes and De-fib are available on site, located on the male toilet external wall
- If any injury received is believed to be an emergency, please call 999
- Courts are prepared fit for purpose and those paying to play are doing so at their own risk
- Report any issue to a member of staff present on site that you believe may cause harm to others

Coaching

- No coaching is to take place on courts unless previously agreed with Eastbourne Borough Council
- Any coaches who would like to book courts to deliver coaching must contact EBC providing a copy of their LTA coach Accreditation
- DQ Play your way is committed to the [LTA Venue Safeguarding Standards](#) which create a safe, accessible, enjoyable and welcoming environment for everyone
- The Council reserves the right to pre-book the Courts for coaching, events and maintenance.

Contact

Should you have a problem or complaint or would like to provide feedback at any time or need to contact the Council in regards to your booking, please visit the Contact page

Your personal information is only accessible by Council officers in the Events Department.

We may disclose information to third parties where necessary, either to comply with a legal obligation, business process or where otherwise permitted under the General Data Protection Regulation; this includes sharing your information with Active Network in respect of the Beachy Head Marathon/Half/10k registration and ClubSpark in respect of the court bookings at Devonshire Quarter.