

# Booking conditions & guidelines for Tennis at Tenterden Recreation Ground

Please ensure you read and agree to the conditions as it is an important part of the booking. By booking you are opting to agree to the conditions below.

Courts one and two are available for booking.

**1. Cost.** Both courts are currently free for general members of the public to use (Oct 2021). If this changes it will be clearly mentioned on the booking reservation. The council reserves the right to charge certain groups such as profit making organisations or professional coaches.

**2. Reserving.** Courts can be reserved for free up to 14 days in advance - you need to register for free online which only takes 2 minutes!

**3. Data.** All data is kept in line with GDPR guidelines. Please see <https://clubspark.com/privacy-policy> for more information.

**4. Times.** Sessions are in 30 minute blocks and a maximum of 1 reservation of up to 3 sessions (1½ hours) can be made by one person per day. Times courts can be booked are clearly displayed but are subject to weather and seasonal conditions.

**5. Confirmation.** Once you have a court reservation, you will receive a confirmation email. Please either print this email out and bring it with you, or if your phone can receive and display emails, this is also fine. If you have no proof of a court reservation with you, you cannot claim that you have the court reserved.

**6. Priority.** You are permitted to use the courts without reserving them, however if another player has reserved and has proof of booking, please vacate the court immediately.

**7. Cancellation.** Please cancel your reservation if you are no longer going to use the court to play. Individuals abusing the free booking system will lose the privilege to book courts on the system.

**8. Online only.** Park staff & contractors in the park have no control or access to the reservation system, nor can they assist in reservation or court issues. Bookings need to be done online.

**9. Health & safety.** Individuals playing should follow guidelines relating to health & safety and notices that are displayed on the courts. The Council reserves the right to close courts unexpectedly for safety reasons. Courts are checked but players are advised to check for any hazards before playing and report anything dangerous to Tenterden Town Council.

**10. Behaviour.** Individuals are reminded to ensure their behaviour is appropriate in a family park and anti-social behaviour will not be tolerated. When changing over on court, approach others politely and leave willingly. Players whose language or behaviour are causing offense to other park users may be asked to leave. Tennis should be fun for everyone to enjoy and all players respected.

**11. Respect the courts.** Please ensure any rubbish is taken away and the courts left in good condition.

**12. Damage.** Users may be liable for any damage they have caused to the courts so please ensure no intentional damage is caused to the court, fencing, nets or surface.

**13. Safety, complaints and comments.** Safeguarding information is displayed on the courts and can be found on the website. Please report any emergencies direct to the appropriate authority and notify Tenterden Town Council. The Council also welcomes any comments or suggestions.

Should you have any problems or queries please contact Tenterden Town Council on 01580 762271 clearly stating the nature of the issue and your name and contact details or email [townhall@tenterdentowncouncil.gov.uk](mailto:townhall@tenterdentowncouncil.gov.uk) (Oct 2021)