

Terms and Conditions

Please take the time to read the following Terms and Conditions. By making a booking and accessing the Sports Courts (including Tennis and Basketball), you are agreeing to abide by these Terms and Conditions.

1. General Conditions

- 1.1 The hirer must be at least 18 years of age to hire a Royal Rehab Sports Courts and may be required to provide photographic identification upon request.
- 1.2 Children under the age of 12 years must be accompanied by an adult at all times.
- 1.3 Royal Rehab accepts no responsibility or liability for damage to property or persons from the use of the Sports Courts.
- 1.4 Royal Rehab may refuse or cancel any booking in the event of a breach of the Terms and Conditions of booking. Royal Rehab will not be liable for any consequential loss.

2. Court Bookings and Cancellations

- 2.1 The Sports Courts require reservations for play. All court bookings are to be made online via Royal Rehab's [booking system](#) and are subject to availability.
- 2.2 Court bookings have a minimum one (1) hour hire period, with hourly increments thereafter.
- 2.3 Bookings are not authorised until Royal Rehab has provided written confirmation. When the booking is confirmed, the hirer will be sent an email with a pin code to gain access to the courts through an electronic gate.
- 2.4 Access to Royal Rehab's Sports courts is only permitted from the start of the hirer's booking time. Access to the Sports Courts prior to or after the booking time is not permitted. The hirer will be charged for using the courts outside of the allocated booking time.
- 2.5 The courts can only be booked during the following times:
 - i) Monday – Friday (excluding public holidays): 6am to 9am and 3pm to 8pm
 - ii) Saturday, Sunday and public holidays: 6am to 8pm
- 2.6 Court bookings can be cancelled or changed with a minimum of 24 hours' notice. When cancelled, a credit will be issued for the hirer to rebook another time.
- 2.7 Cancellation requests within 24 hours of booking start time will not be credited or refunded.
- 2.8 Royal Rehab reserves the right to cancel any sport court booking at any time.

3. Court Fees and Charges

- 3.1 A hire fee applies to sports court bookings. It is the hirer's responsibility to ensure all fees and charges are paid in accordance with their booking.
- 3.2 Hire fees are calculated at one (1) hourly increments and payable at the time of booking.
- 3.3 It is the hirers responsibility to review the fees and charges before booking or accessing the court.



4. Wet Weather

- 4.1 In the case of inclement weather, the hirer may cancel a court booking on the day of hire. The hirer must email info@royalrehab.com.au within 3 days of the booking date, and include a copy of the original booking confirmation. A new hire date will be booked, or credit issued for the hirer to rebook another time.
- 4.2 If medium to heavy rain occurs during the booked court hire time, a request for full credit can be submitted via info@royalrehab.com.au.

5. Conduct

- 5.1 Royal Rehab has zero tolerance for racism, bullying, harassment, physical and/or verbal aggression. Royal Rehab reserves the right to terminate a booking as a result of inappropriate, intimidating or threatening behaviour from a hirer or their guest(s) towards Royal Rehab staff or members of the general public.
- 5.2 Players are required to observe good sports courtesies, as well as rules of good conduct on and around the courts.
- 5.3 Due to the proximity of the Sport Courts to the hospital and residents, players must be mindful of excess noise levels from the sports court area.
- 5.4 Appropriate clothing, including non-marking footwear, must be worn at all times.
- 5.5 Players must only use sports balls (tennis and basketball) appropriate for court surfaces.
- 5.6 No food or glass products are permitted on the courts at any time, unless otherwise specified in writing from Royal Rehab.
- 5.7 Smoking, vaping, and the consumption of alcohol are not permitted on the courts, in the changing rooms or surrounding areas.
- 5.8 No pets are allowed on the sports courts at any given time.
- 5.9 The following activities are not permitted on the Courts:
 - i) Soccer, baseball or other hardball activities;
 - ii) Biking, skateboarding, roller-skating or any activity with wheels, excluding wheelchairs;
 - iii) Use of the tennis/basketball net for any alternative activity;
 - iv) Any activity that may cause damage to the facility.
- 5.10 Failure to behave in an appropriate manner, as determined by Royal Rehab, will result in the individual or the group being asked to leave the premises. This may be escalated to the individual or group being banned from the venue, at Royal Rehab's discretion.

6. Liability & Indemnity

- 6.1 The hirer releases and indemnifies Royal Rehab from and against all actions, claims and expenses for which Royal Rehab may be held liable in respect of any loss, damage, accident or injury sustained in connection with the use of the Sports Courts.
- 6.2 If the hirer is a commercial enterprise, sporting club, or an incorporated body, the hirer should have public liability insurance for an amount of not less than \$20,000,000.
- 6.3 All persons hiring the sports courts for the purpose of coaching participants to take part in a tennis or sporting related activity (eg. Tennis coach) must ensure they hold current Professional Indemnity insurance and current accreditation where applicable.



Coaching – Refers to tennis or sporting coaches where a fee is charged for the service that they provide.

7. Property Damage

- 7.1 The hirer is responsible for ensuring the courts are maintained in a clean state at all times.
- 7.2 Any damage to properties determined by Royal Rehab to be beyond reasonable 'wear and tear' must be paid for by the hirer. Payment will be based on the quoted cost to repair or replace the item.
- 7.3 Any property damage, hazards or unsafe conditions must be reported to info@royalrehab.com.au

8. Safety and Emergencies

- 8.1 The hirer and their guest(s) must undertake to always use the facilities in a safe and cautious manner.
- 8.2 In the event of an evacuation, the hirer is responsible for their guest(s) evacuating to the emergency assembly point.
- 8.3 The hirer should familiarize themselves with the location of court exits.
- 8.4 Hirers upon leaving must relock the number coded padlock.
- 8.5 In event of an emergency, ring 000 and advise of location: 2 Susan Schardt Way, Putney, NSW, 2112

By making a booking and accessing the Sports Court, you are agreeing that you:

- Have read and agree to the above terms and conditions associated with Sports Courts hire.
- Understand that you are waiving any liability or responsibility of Royal Rehab in respect of any loss, damage, accident or injury sustained in connection with the use of the Sports Courts.

T: (02) 9808 9222 | **E:** info@royalrehab.com.au

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