

# GOLD MEMBER T&Cs



**QUEENSLAND TENNIS CENTRE**

## Terms and Conditions

(a) Tennis Queensland will provide the member with the use of the facilities as agreed subject to availability for use to play tennis in a social format unless otherwise advised. Tennis Queensland may at its own discretion increase or decrease services and facilities.

(b) The member shall hold harmless Tennis Queensland in respect to any event whatsoever which may or does result in any injury, damage of personal property or loss caused to the member or any other person in the care and control of the member.

(c) The owner shall be entitled to assign its rights and obligations under this agreement to any new owner or lessee of the centre.

(d) Tennis Queensland may at its own discretion terminate a membership agreement if the manager and/or owner deem the member has breached the club rules. A copy of the club rules is available on request.

## QTC Staff

All staff at the Queensland Tennis Centre are committed to working with you in a professional and courteous manner and have the right to work in a safe and supportive working environment.

Aggressive behaviour and any form of verbal or physical abuse to our employees will not be tolerated. The Queensland Tennis Centre has a zero tolerance policy towards such behaviour and steps will be taken by QTC Management and/or the police to deal with any incidents.

We have CCTV to monitor and survey the premises. This is visible in the Pro Shop as well as the Venue Manager's office. The system can be used to focus on a potentially abusive individual. It can also be used by the police to identify perpetrators.

## Staffed Hours

The staffed hours for the Centre are available on our website: [www.queenslandtenniscentre.com.au](http://www.queenslandtenniscentre.com.au). Tennis Queensland reserves the right to change these hours at any time without notice.

## Access Key

(a) Members must bring access key & swipe at reception on every visit to the Centre.

(b) Members will be charged a \$19.00 fee if their Access Key is damaged or lost and requires replacement.

## Memberships

(a) The Membership has a cooling off period of 48 hours. If the membership is cancelled within this period then all monies paid will be refunded in full. No other refunds are payable under the membership, this includes the member not using the facilities.

(b) Tennis Queensland reserves the right, at any time, to change the Membership Fees charged to members for use of the Club facilities. Tennis Queensland agrees to use reasonable endeavours to provide you with Written Notice of the changes with at least 30 days' notice.

(c) Memberships can be placed on hold for a minimum of 1 week up to a maximum period of 4 weeks each membership term. The on hold must be in multiples of one week. This is provided free of charge. For any further periods a charge of \$3.00 per week is charged and payable at the time the membership is put on hold. On Hold request must be done prior to commencing on hold.

(d) During the Brisbane International Event or any other event that closes the venue to members for a minimum of 1 week then your membership will be automatically placed on hold and no fee payable.

## Direct Debit Members

(a) Direct Debit members must give 4 weeks' notice to terminate membership by filling out the cancellation form (provided). The Club will not accept any other form of notice. Cancellation will not be administered until the completed form is received. Any scheduled payments due in the 4 week notice period will be deducted in full from your nominated debit account.

(b) Direct Debit Memberships can be put on hold for a minimum of 1 week up to a maximum period of 4 weeks each calendar year. The on hold must be in multiples of one week. This is provided free of charge. For any further periods a charge of \$3.00 per week is charged and this will be deducted from your nominated account. On Hold request must be done prior to commencing on hold.

## Direct Debit

- Your tennis enrolment will be continuous (from term to term) unless four (4) weeks' notice is given in writing via email ([bookings@qldtc.com.au](mailto:bookings@qldtc.com.au)) to cancel your enrolment and direct debit.
- Ezidebit transaction charges: \$0.66c for bank accounts per transaction or 1.91% (minimum of \$0.88c) for Visa/MasterCard per transaction.
- Unsuccessful payments will be automatically rescheduled for the following week unless another resolution is reached with The Queensland Tennis Centre.

IMPORTANT: Ezidebit will charge a rejection fee for all failed direct debits - if your card has expired, been lost, stolen or otherwise please notify the Club immediately to make alternative arrangements and avoid the rejection fee.

## Tennis Court Usage

(a) Tennis court hire included in Gold Membership: uncovered courts (3 - 16), Clay courts (17 - 20) and grass courts (21 - 22). Pat Rafter Arena\* can be booked at the Queensland Tennis Centre full rates. Covered 1 & 2 can be used on availability or request.

(b) Tennis courts can be booked by the member during opening hours subject to availability. Members can book courts up to 72 hours prior.

(c) Tennis court bookings cannot exceed 1.5 hours per day (unless permission is granted by Tennis Queensland)

\* In the event of wet weather, all Queensland Tennis Centre programs will take priority over bookings on covered courts (Court 1, 2 and Pat Rafter Arena).

## Consent to use of Imagery

During the course of our Tennis programs some imaging may take place. This is in light of our players' performances, achievement and participation throughout our programs. Should you not wish for your child to be a part of this, please put this request in writing to: [bookings@qldtc.com.au](mailto:bookings@qldtc.com.au).

The Queensland Tennis Centre is using CCTV within this area for the purpose of venue security and public safety. All personal information is handled in accordance with the Information Privacy Act 1988 (Cth) and Tennis Australia Privacy Policy. Further information is available at [www.tennis.com.au/privacy](http://www.tennis.com.au/privacy).

## Tennis Australia Affiliation

(a) As part of the Membership benefits, you will automatically become a member of Tennis Australia which includes Personal accident insurance and many other benefits.

(b) The Queensland Tennis Centre will forward your information to Tennis Australia/Queensland. A verification email will be sent to your email directly from Tennis Australia confirming your membership.

(c) Offers can be received from Tennis Australia, The Queensland Tennis Centre and other Tennis Australia Organisations.

(d) Offers may be received from third parties who have a relationship with the Queensland Tennis Centre of other Tennis organisations about their products and services.

## Under 18's (Minors)

All minors under the age of 18 must have a parent or guardian co-sign the membership agreement.

By signing up to a Gold membership, you acknowledge that you have read and agree to the terms and conditions (see above) and you are physically and medically capable of undertaking a regular exercise program and have advised the staff of Tennis Queensland of any known risk.

By signing up to a Gold membership, you agree that this proposal and declaration shall form the basis of this agreement between yourself and Tennis Queensland.