



Covid-19 Terms and Conditions & BOOK ONLINE INSTRUCTIONS and Rules

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Online Booking System – Info and Background

The Purpose of this instruction document is to give our members a quick overview of our Tennis Venues Online Booking System.

To use the system, as a member, all you will need is your membership numberⁱ when making a booking for the system to recognise you. You won't need a logon, password or need to activate an account in any way; though please read the notes as you will need to be a current financial member even if you have a membership number.



COVID-19 TERMS AND CONDITIONS

These Venue Terms of Use will apply to your access to the Venue (in addition to any other applicable terms of use, including your membership terms and conditions) until you are otherwise notified by the Club. It will also apply to any other people who access the venue as part of your booking, who must also be a financial member of the club.

Access to the Venue

It is important that we all take precautions to prevent the spread of COVID-19. **Guidelines** have been developed to reduce the likelihood of contracting the virus while playing tennis. Before playing tennis, please review the guidelines below, also available here: <https://www.tennis.com.au/act/?p=16193> and consider your individual situation, noting that the Covid-19 virus can spread quickly and result in very serious medical complications in some people. Access to the Venue is provided on the basis that you will, at all times while at the Venue, adhere to those Guidelines and **that you are a current financial member of the club.**

Furthermore, you agree to only access the Venue for one-on-one private coaching with the Venues contracted coaching team. In addition to this, you agree to only access the Venue after making a booking for a tennis court on the Club's online booking system and to follow the Club's booking instructions; accessed via the Club's website: www.forresttennisclub.com.au.

We appreciate your cooperation in working together to make tennis as safe as possible for everyone.

Risk Warning

As tennis is a sporting activity, you acknowledge that by accessing the Venue you will be exposed to certain risks, including the risk of physical injury. As the Venue is a shared space, you may also be exposed to the possibility of contracting an illness, including without limitation the COVID-19 virus. The COVID-19 virus can spread very quickly and result in very serious medical complications in some people. You agree that the use of the Venue is entirely at your own risk. You have read and understood this risk warning and voluntarily accept and assume the inherent risks in accessing the Venue, using the tennis courts and playing tennis.

Other users

You agree that you must ensure all users of the Venue included as part of your booking comply with these Venue Terms of Use. You agree that you are responsible for any breach of these Venue Terms of Use by any other people who access the venue as part of your booking.

Definitions

Club means, Forrest Tennis Club Inc.

Venue means, the premises at the address from which the Club operates and includes, but is not limited to, the tennis courts, hitting wall and clubhouse at the address.

By entering this venue, or booking your court online, **you agree to have read, understood, and acknowledge** the above terms and conditions.



HOW TO BOOK INSTRUCTIONS (Covid-19 Update)

Steps:

1. Visit the FTC website (www.forresttennisclub.com.au)
2. Click on the menu item **Book a Court**.

The following type of calendar booking screen will then appear.

Forrest Tennis Club
 Dominion Circuit,
 Forrest, ACT 2603

9 March 2017 (Thursday) < Prev Day Next Day >

	Court 1	Court 2	Court 3	Court 4	Court 5	Court 6
6am						
7am						
8am						
9am						
10am						
11am						
12pm						
1pm	1:00pm	1:00pm	1:00pm	1:00pm	1:00pm	1:00pm
	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm
2pm	2:00pm	2:00pm	2:00pm	2:00pm	2:00pm	2:00pm
	2:30pm	2:30pm	2:30pm	2:30pm	2:30pm	2:30pm
3pm	3:00pm	3:00pm	3:00pm	3:00pm	3:00pm	3:00pm
	3:30pm	3:30pm	3:30pm	3:30pm	3:30pm	3:30pm
4pm	4:00pm	4:00pm	4:00pm	4:00pm	4:00pm	4:00pm
	4:30pm	4:30pm	4:30pm	4:30pm	4:30pm	4:30pm
5pm	5:00pm	5:00pm	5:00pm	5:00pm	5:00pm	5:00pm
	5:30pm	5:30pm	5:30pm	5:30pm	5:30pm	5:30pm
6pm	6:00pm	6:00pm	6:00pm	6:00pm	6:00pm	6:00pm
	6:30pm	6:30pm	6:30pm	6:30pm	6:30pm	6:30pm
7pm	7:00pm	7:00pm	7:00pm	7:00pm	7:00pm	7:00pm

Available
 Not Available

Powered by

3. Simply navigate through the calendar via the various easy to follow selection options (Prev Day, Next Day, Monthly Calendar) and select the time you would like that is available.

The following type form for you to complete will then appear.

Court Court 1 - Forrest Tennis Club

From 4:00pm Thursday 9 Mar 2017

To 5:00pm (1 hour)

*Name

Contact Number

* Email

* Confirm Email

Membership Number (if any)

Credit Voucher Number (if any)



- For the **Covid-19 period**, you must include the other player’s name you plan to play within the booking form, this can be done in the **Contact Number** field as demonstrated below
 (*Ph. number, playing with: First Name Last Name*)

The other player you are playing with, must be a financial member of the club as well, during the Covid-19 period the club and its facilities will only be open to financial members, no visitors.

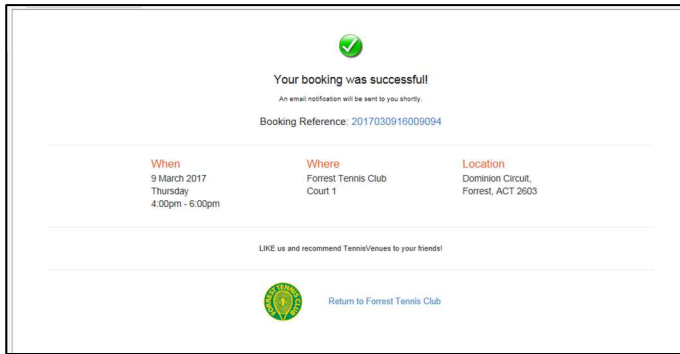
Example form completion

Court	Court 6 - Forrest Tennis Club
From	1.00pm Saturday 2 May 2020
To	2:00pm (1 hour) ▼
* Name	Rob Whalan
Contact Number	040 4444 333 playing with: Tony Whalan
* Email	xxxxxxx@gmail.com
* Confirm Email	xxxxxxx@gmail.com
Membership Number (if any)	xxxxxxxxxx
Card Number (if any)	
Disclaimer	<input checked="" type="checkbox"/> I agree to the terms and conditions below.
<input type="button" value="Next"/> <input type="button" value="Cancel"/>	

- Fill in your Name, Contact Number, Email (confirm too), and Membership/Card Number in the appropriate fields. Click, **Next**

Day Time Result

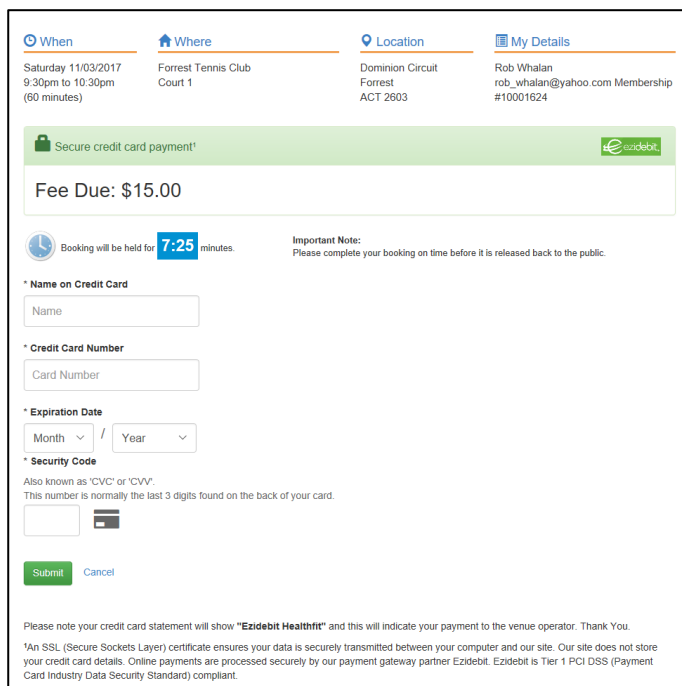
If your membership details are correct and you are a current financial member, the following screen will appear confirming your details, you will also receive a confirmation email, and you are done.



Night Time Result

If your membership details are correct and you are a current financial member, the following screen will appear for you to pay the extra night time lights members fees. Keys will need to be obtained and returned from Forrest Hotel before and after your booking.

4.2 follow the form in completing your payment for night court usage, when complete and payment processed, a screen confirming your booking (as above) will appear confirming your details, you will also receive a confirmation email, and you are done.



Membership Numbers

With the adoption of a new membership system, plus this Book Online system; the membership number becomes one way for us and the system to recognise you.

The system being a fast and smart one, to a point, knows who and who hasn't paid their current yearly fees; there could be some human input delays at the end of the year, or when someone first joins the club, for various payment methods when processing yearly fees.

To combat any delays or issues with the possible issues above, we will look to send out renewals each year 6-8 weeks before expiry and a reminder follow-up before the end of year. With the new membership system, if you use email, you will easily be able to pay your fees via the payment links



well within time of expiry; though leaving any EFT, Cheque or Cash payments to the last minute could of course mean your membership number becomes expired whilst our volunteers process your payments and reconcile to the system - hence even a bigger reason to now use our preferred payment method of '**pay by card**' via the membership renewal link email you will receive each year from now on.

If you do not renew your membership, we/system will still keep your membership number on file for any reactivation; but the booking system will recognise it as "Expired" at the end of each calendar year and you will only be able to book a court as a non-member.

Booking Policy

As a member of the club, you are required to book a court, booking of courts can only be done in current and future time periods and not in retrospect. This is one way financial members can be assured that all those using the courts are actually financial members.

With smart mobile phones technology and well-connected homes, and an easy to use system, there is now little excuse not to have your court booked online.

If you don't use a computer, or have access to the booking system via our website (www.forresttennisclub.com.au); then you must register your use of the courts via our Members Court Usage folder in the clubhouse (kept in the clubhouse). This is a good way for members who just drop by in the hope of a free court to also register their usage and play (also requiring you to note your membership number) – please note though, that this method does not guarantee you will not be kicked off the court, see further reading below.

Booking Online is the only way to ensure the use of a court, when you want, and when the court is free; **online booking is the master booking record**. Thus, if you turn up and use a court without booking it, other members will have the right to kick you off if they have a current booking via the online booking system (members who book online get an email confirmation of this and the booking will also show on the online bookings calendar).

You may only schedule 2 court bookings a day for up to 2 hours in length each and these must be separated by at least an hour, not consecutively booked, booking multiple courts is not allowed; and bookings can only be made 2 weeks in advance. Members of a group playing, can not also continue on consecutively one after another having booked under another member name in the group.

Cancellations can be done via a cancellation button on the confirmation email you receive, this can be done up to 1 hour before. If the booking is within 1 hour, you are not able to cancel and will forfeit any payment you have made if you do not use the court (night time usage). Please endeavor to cancel court bookings in time so that they may be used and booked by other members. Endeavor to only book a court a court when you intend to play.

Permanent bookings; as per the members fees schedule, can be made by contacting the bookings member (See Contacts page <https://www.forresttennisclub.com.au/contactus/>)

Questions?

Any further questions about fees and the booking process can be found on our website or via contacting us (<https://www.forresttennisclub.com.au/contactus/>)



¹ You must be a current financial member, otherwise even when using your membership number the system will know you aren't current and you will be asked to pay the non-members full booking fee.