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GOLD MEMBER T&Cs

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 only unless otherwise advised. **No coaching is allowed under the membership unless by a Queensland Tennis Centre (QTC) coach.** 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.
- (e) Membership terms and conditions are written in conjunction with the Queensland Tennis Centre Policy which can be viewed [here](#). Under this policy management reserves the right to alter/update membership terms and conditions without notice.

QTC Staff

All staff at the QTC 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 QTC 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 displayed on our website 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. All membership hold requests should be emailed to bookings@qldtc.com.au.

(d) Memberships are transferrable for a minimum of 2 months and a maximum of 6 months. Any transfers will incur a transfer fee of \$75.00 which is payable prior to the date of transfer. Transfers are subject to approval by QTC and must be submitted in writing 4 weeks prior to the requested date of transfer. Transfers are temporary only and do not constitute a change of ownership. Memberships remain the property of the original purchaser until cancellation.

(e) Memberships are not a saleable product between users. If a member decides that they no longer wish to use the membership then it is to be cancelled outright.

(f) 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.

(g) Members must check in at the Pro Shop prior to commencing their court usage. **Member guests are not permitted to use the court without the member being present under any circumstances.**

Direct Debit

- Your membership will be continuous unless four (4) weeks' notice is given in writing via email (bookings@qldtc.com.au) to cancel your membership 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 QTC.

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.

Direct Debit Members

(a) Direct Debit members must give 4 weeks' written notice to terminate membership by emailing bookings@qldtc.com.au. 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.

Tennis Court Usage

(a) Tennis court usage included in Gold Membership: **Up to 90 minutes per day on uncovered hard courts (3 - 16) only.** Any extra time is payable at discounted member rates on these courts. Covered courts (1 & 2), clay courts (17 - 21), grass court (22) and Pat Rafter Arena can be booked at the QTC full rates. Any online bookings which exceed the 90 minute limit will be removed without notice.

(b) Tennis Courts can be booked by the member during opening hours subject to availability. Members can book courts up to 72 hours prior. Any bookings made outside of the 72 hour booking window will be removed without notice.

(c) **The member must be present on court for all court bookings under their name to get the discounted or free hire.** If the member is not present, the booking will be charged at the relevant court hire rate.

(d) A **\$10 guest fee per court** applies if any players on the court are not current QTC Gold + members.

(e) In the event of wet weather, all QTC programs will take priority over all court bookings.

Additional Member Benefits

- Free Social Tennis – if a booked session is unattended, the full fee of \$20 is payable to QTC.
- Discounted stringing fee with own string (\$25)
- 10% discount in the Pro Shop**

*Court hire on courts 3 – 16 only.

**Not available with any other offers.

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 you or your child to be a part of this, please put this request in writing to: bookings@qldtc.com.au.

The QTC 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.

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 QTC 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 QTC and other Tennis Australia Organisations

(d) Offers may be received from third parties who have a relationship with the QTC 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.