



# TERMS & CONDITIONS

## **Booking and Payment:**

- A non-refundable deposit of \$50 is required to secure your party booking.
- An invoice will be provided, with full payment due at least 7 days before the party date.

## **Cancellation and Rescheduling:**

- Cancellations made more than 48 hours before the event will forfeit the deposit but incur no additional charges.
- Cancellations made within 48 hours of the event will be charged 50% of the total booking cost.
- Cancellations made within 24 hours of the event will be charged the full amount.
- Rescheduling is allowed up to 48 hours before the event, subject to availability, without additional charges.
- In the event of unforeseen circumstances, please contact us as soon as possible to discuss options.

## **Guest Numbers:**

- Guest numbers must be specified at the time of booking and confirmed prior to payment.
- Additional guests beyond the confirmed number will incur extra charges at the rate of \$35/child.

## **Party Duration and Timing:**

The party duration is 90 minutes, commencing with 45 mins of coached tennis activities, followed by food at the party table and free play. Party set up will be complete prior to your arrival, so arriving 15mins prior to the start time will be adequate. Please contact us to discuss any specific set-up requests.

## **Supervision and Safety:**

Parents/guardians must supervise children at all times.

Our staff will provide coaching and facilitate activities but are not responsible for child supervision.

We are not liable for any injuries or accidents that occur during the party.





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## **Wet Weather Policy:**

### Assessment of Forecast & Conditions

- In the case that inclement weather is forecast, contact will be made with the customer prior to the day to discuss options. If the indoor function rooms are available, the party can proceed as planned with modified activities suitable for the indoor space.
- If the indoor facility is not available, the party may need to be rescheduled.
- In the case of wet weather on the day, the decision to proceed with outdoor activities will be made by the coach based on the safety and playability of the courts.
- If the courts are deemed unsafe due to wet conditions, the party will be moved to the indoor function rooms if available.

### Rescheduling

- In the event of severe weather where neither courts are safe nor indoor facilities available, the party will be rescheduled to a mutually agreed-upon date.
- No additional charges will apply for rescheduling due to weather conditions.
- If rescheduling due to wet weather is not possible, a full refund will be provided.
- Deposits will be refunded in full if the party is cancelled due to weather and cannot be rescheduled.

## **Force Majeure:**

We are not responsible for cancellations due to events beyond our control (e.g., natural disasters, government restrictions).

