

Booking Policy

Effective 14 October 2024

Booking a court

- All court bookings are to be made via the CTC website, Mindbody, or the Sydney Sports Management Group "Tennis World" app.
- The member who booked the court is responsible for ensuring that all players on the court are either members or registered visitors. (NB. Internal and external competitions are factored into member court times and do not require individual booking)
- Mindbody will automatically trigger a booking reconfirmation email to the booking member (the day prior to the booking) that requires confirmation. If confirmation is not received within three hours of the booking time, the booking will automatically be cancelled.
- Members can book up to 7 days in advance and can only book a maximum of one court for up to 90 minutes per day. If more than one court or a longer time is required, another member in the group may book for additional time – however only 24 hours in advance. Playing time for any member group is limited to a maximum of 2 hours.
- A maximum of one (1) court booking per member each day, and an additional two (2) active / future bookings are allowed at any time by any member.
- Members may bring up to 3 visitors, however must check-in at reception and pay the associated visitor fees (see below). If fees are not paid, the member who booked the court will be held responsible. Guest fees (applicable only for day play) are:
 - 1 guest - \$10.00
 - 2 guests - \$15.00
 - 3 guests - \$20.00
- If you need to cancel your booking, you can do so up to 12 hours in advance via the CTC website (Book a court > My Account), or through the Mindbody app. If inside the cancellation window, you will need to call reception to cancel within 1 hour of your booking time. Please cancel your booking if unable to attend, to respectfully allow court usage for other members. Failure to do so will result in penalties (see section below)
- Members must have an active membership in order to book.

When you show up to play

- Members are required to check-in at reception a few minutes prior to their booking to:
 - Confirm their reservation and associated court allocation
 - Advise and pay for any guests playing on the assigned court
- Members who fail to attend or check-in to their courts booked will be recorded as "no-shows" – within 15 minutes of the booking start time

- "No shows" restrict court availability for other members and therefore the following penalties apply to members who violate the guidelines.
 - **1st Offence** – an email warning advising that rules were not abided to, detailing what happens if there to be another no-show
 - **2nd Offence** – no court bookings for 30 days
 - **3rd Offence** – Board to be notified and a possible cancellation of membership
- Please note that only SSMG authorized tennis coaches are permitted to conduct coaching.