

Strathfield Sports Club Fair Play Policy

Effective October 1, 2018

Terms and Conditions - Strathfield Sports Club

Fees

Casual Court Hire Rates

Before 5pm (MON-FRI) \$20 / Hour

After 5 PM (MON-FRI) and Weekend \$25 / Hour

Grass Court \$35 Per Hour (Adult Visitors \$15 per hour)

Members Visitors Rate

Adult Visitors \$8 per hour

1.5hrs \$12

2 hrs \$15

Day Member's Rate After 6PM – (Everybody must be a member)

\$13 per hour per day member

NON-Tennis Member (Casual Rate Applies)

Other Charges

Ball Machine

DAY Member \$10 per session (Limit to 1 session max 2 hours per day)

FULL Member \$5 per session (limit to 1 session max 2 hours per day)

Court Information

Courts 2-5, Court 10, 11-Synthetic Grass

Courts 6&7 - Hard Court

Courts 8&9 – Natural Grass

Courts are available from 6:30am - 10:30pm

Grass courts are subject to availability and weather.

Sunday from 6:30am – 1pm – Member Share

No other bookings allowed before 1pm

Booking Policies for Full Members

- Maximum booking length: 2hrs
- Minimum booking length: (1hrs, 1.5hrs, 2hrs)
- Maximum 2 hours total booking time per day
- Maximum 3 bookings per week during peak time. (Monday to Friday after 5:00pm)
- Maximum 4 bookings per week during off-peak time (before 5:00pm)
- Maximum booking 1 week in advance (by day)

Booking Policies for Day Members

- Maximum booking length: 2hrs
- Minimum booking length: (1hrs, 1.5hrs, 2hrs)
- Maximum 2 hours total booking time per day
- Maximum 4 bookings per week during off-peak time (before 5:00pm)
- Maximum booking 1 week in advance (by day)
- After 6pm -Can only book and pay 2 days in advance. Online Bookings not allowed

Bookings to be in the playing member's name only. No reserving courts using other people's membership details.

Booking Policies for Visitors

- Can book online 2 days in advance
- Maximum of 2 hours per day
- Payment must be made at time of booking.
- No refunds policy. Credit will be given for future bookings subject to cancellation policy.

Wet Weather

In the event of rain, you are required to contact SSC to find out if the courts are playable. The status of the courts as playable or unplayable will be determined by SSC staff only. If SSC deems the courts unplayable prior to the start or within the first twenty (20) minutes of your court booking, visitors would receive full credit to be used within 3 months.

Extreme Heat

Players may continue with their booking in extreme heat at their own risk. If requested, credit for a booking will be given to a visitor when the temperature is over 35°C at the time of the booking or within the first twenty (20) minutes of your court booking, visitors would receive SSC Credit to be used within 3 months.

Arrival Policy

Members and Visitors must check in at the pro shop prior to playing on the court.

Bookings to be confirmed by Member who's name the booking is under.

Members must present Members Card.

Any visitor fees or charges to be paid prior to play

If the pro shop is unattended, please check in at the club.

Hire Racquet

A Fee of \$3 per racquet per booking for Hire racquets, a government issued ID is required per racquet for the duration of the rental.

If the racquet is damaged (such as broken or cracked) whilst being used, you will be liable for the cost of the racquet. (approx. cost \$100-\$150)

Cancellation Policy Visitors

Twenty-four (24) hours' notice is required for any court cancellation. There is no refund for cancellation, however credit will be given to be used for a future booking if the required notice is given. Credits expire after three (3) months, and the credit cannot be extended.

Cancellation Policy - Members

- Minimum 8-hour cancellation policy. Bookings can be cancelled online or by contacting the pro shop. Both an email and text message notification confirming cancellation will be sent to all members. You must check to ensure you receive notification and retain it for confirmation.
- Cancellation periods subject to change. Any change to policy will be communicated to all members.
- Any cancellations within the 8-hour cancellation policy will be subject to a \$20 per hour cancellation fee.
- Any no show bookings will be subject to a \$20 per hour cancellation fee.
- Any bookings that finish more than 30 mins early are subject to a \$20 cancellation fee - ie : 2 hour booking but players finish after 1hr.

Booking Confirmation Policies – Credit Card

All bookings are to be secured using a credit card. This will be required during the first booking sign up with credit card details being stored using a secure banking gateway. (refer to ezidebit compliance)

Credit cards will be secured against future bookings made. Should the cancellation policy apply, the nominated credit card will be debited the full amount.

If the credit card has expired, or is no longer valid, the member will be notified. Online access will be restricted until such time as the credit card has been updated. Once updated, the cancellation fee outstanding will be charged.

Casual Visitors will be required to set up a profile upon booking courts. Details will include email and mobile number. This profile can also be used for future bookings; however, payment is required at time of booking.

Ezidebit Compliance

<https://www.ezidebit.com/en-au/pci-compliance>

Security

Ezidebit takes an uncompromising approach to data security. We are committed to protecting the integrity, privacy and security of the payment data we are entrusted with, including client and payer data. Through a rigorous security program that comprises a suite of security measures, we address data security risk at every level.

Top level PCI Compliance

-Keeping your card payments secure. At Ezidebit, secure payment processing is paramount, underscoring our commitment to the security and compliance of payment card information 24/7. We dedicate significant resources to maintaining Level 1 compliance, including exhaustive assessments, third-party audits, quarterly network penetration testing and site inspections. Level 1 PCI DSS compliance means Ezidebit supports your card data security, helping mitigate your risk of card data breach. Outsourcing PCI implementation and its perpetual management reduces your total cost to serve each customer.

Tokenisation

Our card tokenisation solution is an end-to-end turnkey solution concealing card data associated with a transaction in a token, minimising exposure. This representation in the ongoing development of PCI Security Standards means that Ezidebit is at the forefront of data security and compliance. Ezidebit adheres to the following financial compliance and data security standards, including:

- Australian Financial Services (License #: 315388);
- Sponsored to provide direct debit services by multiple financial institutions, including Westpac, NAB, HSBC and BNZ; and
- Stakeholder in the Australian Payments Clearing Association (APCA) - the Australian payment industry's principal self-regulatory body. The above financial compliance specifications leverage our bank-vault compliance and security standards while alleviating total cost of ownership for your business.