

Court Booking Rules & Terms Of Use

We like to keep your booking and tennis experience as easy and straightforward as possible, so it's important that you take a little time to read the following Terms & Conditions to understand how West End Parish Council manages tennis bookings.

The facilities are only to be used for recreational tennis. Professional coaching on the tennis courts may only take place, other than by Jem Tennis, unless arranged prior with West End Parish Council.

Court Booking Rules & Terms of Use will be reviewed annually.

Bookings

- You must book a Court online before you play through 'Clubspark'. A code to the combination lock will be given at the time of the booking, for access to the Tennis Court.
- Cancel any unwanted bookings online (24 hours in advance of your session to receive an automatic refund, otherwise a refund will be given at the Parish Council's discretion).
- You can book up to 2 hours' worth of Tennis per day.
- Bookings can be made up to 7 days in advance.
- The Parish Council has the right to cancel bookings at their discretion. An email will be sent to the hirer notifying them.
- The Parish Council reserves the right to pre-book the Court for coaching, events and maintenance.

Court Rules

- Players should comply with the principles of Respect and Fair Play, both on and off the Court.
- Members should wear appropriate sports clothing and footwear when on Court.
- Smoking is not allowed on the Court.
- Members play tennis at their own risk and are asked to apply common sense in looking out for themselves and other users at all times.
- Please take all your rubbish with you. Leave the court clean and tidy for the next player to use and enjoy.
- Early morning and late evening players please be mindful of the local residents who live nearby. Try to keep loud conversation and outbursts on the court to a minimum.
- Ensure you close the Court gate properly when you leave.
- No person may coach others for financial gain without the prior approval of the Parish Council.
- Report any damage to the Parish Council.
- West End Parish Council reserves the right to cease any hire immediately as a result of misuse, damage to property, dangerous or inappropriate conduct.

Right to Play

- You must book a court online before playing – if someone is playing on the Court when you arrive use your booking confirmation as proof. If you have any problems contact us during office hours (Mon – Fri 8.30am – 4.30pm).

Contact

Should you have a problem or complaint at any time or need to contact the Parish Council in regards to your booking, contact details are below:

Tel: 023 8046 2371

Email: enquiries@westend-pc.gov.uk

West End Parish Council, The Parish Centre, Chapel Road, West End, Southampton, SO30 3FE.