

NetSports Gold Membership Terms and Conditions:

Membership Payments:

Direct Debit is our preferred payment option for our membership programs. All our Direct Debit clients also receive a 10% discount off their coaching and program fees.

Direct Debit can be started by completing online the IntegraPay authorisation form within the Account section of your Customer Portal. Please ensure you have sufficient funds in your nominated account as a failed payment fee will be levied if the direct debit is rejected. Payments will show on your bank account as payment from IPY*NetSports.

Membership direct debit payments of \$29 are processed in advance from the 1st day of joining and will continue to be debited on every subsequent fortnightly cycle.

Signing up to Direct Debit means there is a minimum commitment of 3 months and any time after this period you may cancel or suspend your Direct Debit. Members have the right to cancel their memberships any time too within the initial 7-day cooling off period without any penalties being charged.

Program Enrolment Policy:

You can enrol into any program that you choose by going online to your Customer Portal and selecting from the available programs and times and then enrol into your preferred session. Programs such as Cardio Tennis, adult improver sessions and social tennis competitions are all charged on a user plays basis so you are not locked in for the whole Term. If you wish to cancel out of any of these sessions, you can do so online but please note you will need to provide a minimum 24 hours notice otherwise you will incur a cancellation fee equivalent to 50% of the session fee.

All clients are required to go into their customer portal to update their change of details which include contact number, postal address, email address, medical conditions and changes to bank accounts.

Membership Benefits:

Current NetSports Gold members will receive discounted access to a range of court hire and program sessions and these can all be booked online by booking through your Customer Portal. In addition, direct debit clients will receive a further 10% discount off these fees below. The membership discounts are:

- Off Peak Court Hire: \$5 per hour
- Peak Court Hire: \$20 per hour
- Cardio Tennis: \$10 per session
- Adult Group lessons: \$10 per session
- Adult Improver sessions: \$10 per session
- Social Tennis Leagues: \$10 per session

If you are unable to attend any program session, we ask for 24 hours' notice when you cancel your session online. Failure to attend the lesson or provide sufficient notice to cancel the lesson will result in a charge equivalent to 50% of that session fee.

With Court Hire, cancellations can be made online and you will receive a full credit if you provide a minimum of 24 hours' notice. To change a court booking you must provide a minimum of 24 hours' notice and then you cancel your booking, you will be emailed a credit and then you can use that credit to make your next booking. Please note that you can only re-use that credit once.

Makeup Lessons:

Makeup classes are not offered at NETSPORTS for any group coaching sessions. Instead a credit will be placed on your account for the following debit cycle. Credits will only be offered if you provide a valid medical certificate as to why you could not attend your coaching session.

Members Court Hire:

Please make and cancel all your court bookings through your customer portal. Please also note:

- All customers are responsible for their court and must leave it as you found it.
- Bookings and payments must be made prior to commencing your booking.
- Cancellations must be made with a minimum of 24 hours' notice to receive a credit.
- If you consider courts and/or playing conditions are deemed unplayable due to wet weather, please send an email to play@netsports.com.au and you will be issued a credit
- Members court hire bookings are to be made online and can be made up to 2 weeks in advance. All current NetSports Gold members will automatically be issued with the discounted court hire rate when making a booking. Court hire fees are payable upon booking each court. Permanent Court Hire bookings are not available at members rates.
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Washout and Heat Policy:

At NETSPORTS, we will do everything possible to make the courts available for all our programs. However, if the courts are deemed unplayable due to safety concerns, lessons will be cancelled. To find out if your lessons have been cancelled, we have set up a wet weather line, which you can access by calling our main phone number: **1300 649 336**.

DO NOT ASSUME THAT LESSONS HAVE BEEN CANCELLED. Please call our phone number on the day within 2 hours of your lesson to determine if classes are going ahead or not. If you call the weather line and it has not been updated, please assume that all lessons are on. If weather conditions significantly impact a lesson once a lesson has commenced, the following policy will apply: if less than 50% of that lesson time has been conducted, a full credit will be issued...if greater than 50% of the lesson time has been conducted, no credit will be issued.

As outlined by Tennis Australia Heat Policy Guidelines, lessons may need to be cancelled or modified if temperatures reach 37C. During periods of hot weather coaches will take regular drink breaks, keep students in the shade where possible. During summer, all clients are required to be sun smart; ensure you are wearing 30+ sunscreen, wear a cap or visor and must have your own water bottle.

Where any tennis lessons have been cancelled due to weather conditions, a credit will be placed onto your account so no charge will apply for that session.

Public Holidays:

All group coaching sessions will not be offered on public holidays and no fees will be charged for that day. Private lessons may still be available on public holidays subject to coach availability.

Changing Levels:

NETSPORTS Coaches will inform the administration team if they consider a pupil needs to be moved to a class more appropriate for their playing ability. We in turn will discuss with the client the options available. We will endeavour to meet all clients preferred days/times subject to availability.

Cancellation Policy:

NETSPORTS reserves the right to cancel a membership agreement at our discretion. Written notice is required to cancel a direct debit contract providing a minimum notice of 14 days. To cancel a direct debit payment, please send email to info@netsports.com.au . We do not accept verbal cancellations.

Suspension Policy:

Members can suspend their Direct Debit payment at any time throughout the year. To suspend your membership, we ask that you email us a minimum of 14 days' notice prior to your suspension period. Members will be offered 90 days each calendar year to suspend their membership at no charge. Membership payments will be automatically reactivated once the suspension period has ended. Members will not be authorised to suspend accounts if they have an outstanding balance. During suspension, members will not be able to access any program or court hire at members discounted rates.

Duty of Care / Child Safety:

At NETSPORTS, we take our obligation to ensure the safety and well-being of all patrons very seriously. To provide for the safety of all our members and patrons we regularly undertake maintenance and inspections of the courts to ensure they are in a safe and playable condition.

We expect parents to maintain supervision of their children when they are at NETSPORTS and not under our coach's direct supervision. All students under the age of 10 years old must have their parent or guardian accessible and available during their classes.

Code of Conduct:

We pride ourselves on making this venue an inclusive and supportive location where everyone can participate in the joy of playing tennis. Our aspirations from all our staff and patrons:

- Show concern and caution towards others who may be sick or injured
- Be a positive role model
- Treat people how you would like to be treated.
- Respect all participants regardless of their age, ability, gender, religion, and background.

NETSPORTS has the right to refuse entry or request any person to leave our venues if that person:

- Is abusive or uses offensive language and displays threatening behaviour
- Is under the influence of drugs or alcohol.
- Displays behaviour that may be deemed inappropriate by managers, staff or patrons.

Privacy:

We collect personal information to administer our relationship with you and to promote and provide our services. When you provide personal information, you agree that this will be used by NetSports under the guidelines of the National Privacy Principles and that you may be sent information, offers, invitations and direct marketing material. The information, offers, invitations and direct marketing materials may be directly targeted to you and may take the form of online ads.

Use of Image:

I give permission that NETSPORTS retains the right to use photographs and video footage taken during the NETSPORTS coaching sessions for NETSPORTS publicity purposes.

Medical Permission:

I give permission for the NETSPORTS staff to act on my behalf according to their best judgement in any emergency requiring medical attention.

I acknowledge that I will not send my child or myself to any NETSPORTS Program if I / or they are suffering from any illness or contagious disease.

I release NETSPORTS and NetSports to the full extent permitted by the law in respect of any claim, loss and liability for any injury or illness incurred whilst at NETSPORTS.

COVID- 19 Safety Procedures

- Please stay at home If you have been in contact with someone with Covid-19 in the last 14 days or if you are experiencing mild flu like symptoms.
- If you fall under the high-risk category, please consider if playing tennis is the best option for you right now.
- Before entry, all players must use the hand sanitizer that is provided before being permitted on court and after use to open the gate.
- Please refrain from touching common surfaces as much as possible
- Clubrooms will be made available for customer use, this includes changerooms and toilets.
- Practise social distancing. Stay 1.5 metres away from other people as much as possible
- Please limit off court social gatherings before or after play.
- Shared equipment must not be used – includes personal items such as your racquet and water bottle
- Wash your hand properly before and after play, remember no handshakes or high fives, try tapping racquets instead
- When playing, try not to touch your face and remember to cough into a tissue or into your shoulder.
- Please note who you were playing with as you may be asked to recall who your playing partners were.

Statement of Understanding:

You have read or spoken with NETSPORTS Administration team who have clarified all the above terms and conditions. You consent that you fully understand the terms and conditions as outlined.