

BY REGIONAL POOL & RECREATION CENTRE

COURT BOOKING POLICIES

Booking

- All reservations can be booked online or over the phone, the registered player is considered the primary player
 - Membership holders are able to book online without paying a fee, however are required to scan card upon entry. Non-members will need to pay at the time of booking.
- Names used for booking must be consistent with the players using the court
 - the name of the 2nd player should be added in the note section online and pay or scan card on arrival
- Each player can book a maximum of 2 court times, per week, one week in advance
 - Back-to-back court times for two players can only be booked during NON-PRIME time.
This is considered two primary reservations for the week and four admissions
 - Players may use as many same-day court times as are available each week (by checking online, phoning or by dropping in for same-day court use). This is not considered their weekly reservation
- If at the end of a court time, the next court is not booked, then the players may continue to play (*we encourage members to swipe again to reflect statistics clearly*)
- During prime time, each court time must have two or more admissions paid with these exceptions:
 - Same day- prime time: a single player may use same-day courts, and pay one admission, but may not book in advance
 - Non-prime time: a single player may reserve a court for practice and pay one admission
 - Family Full-Facility court Admission covers 1 court rental spot, if a second court is required then 2 additional full-price court Admissions are to be paid

Walley Ball and Racquet Ball

- Court 1 is available to be converted to be used for Walley Ball or Racquetball.
- Please arrive early to help set up the court, staff can assist but note that the court will not be set up for you on arrival
- Walley Ball - the fee for Walley Ball is per court time and includes use for up to 8 people. An additional hour is \$12.10. All additional people pay regular court admission. For online booking please pay the admission fee and then the additional charge will be settled on arrival.

Payment and check-in

- Each player must check in with the Front Desk on arrival, **PRIOR** to commencing play
 - to pay admission or swipe their membership card; each player using the facility must pay. *All court admissions also include use of the fitness studio, sauna and pools before or after court time*
 - **Family Full-Facility court Admission covers 1 court rental spot; if a second court is required, then 2 additional full-price court Admissions are to be paid**

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Definitions

- Prime time is defined as weekdays between 11am-2pm and 4-8pm
- Primary player is the player who the court is booked under and is responsible for the court booking and payment

Cancellation

- If you are unable to play during your reserved time, please call to cancel
- Cancellations in advance of 24 hours will receive a full refund/credit
- Court reservations which are cancelled with less than a 24-hour notice or no-show are subject to a cancellation fee of an adult court admission
- Players who continue to cancel courts at the last minute will be restricted to same-day reservations only

Court users not following the above are subject to loss of court booking privileges.