

Last updated 8/9/2021

## Book a Court – FAQs

**Facilities: Binalong Park, Caber Park, Gallery Gardens, Mays Hill Reserve, Timbergetters Reserve and West Epping Park**

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### 1. Booking Information

#### Access

Access to the tennis courts will only be permitted for the court, date and time specified within your booking confirmation. You will be provided with a PIN that will enable access to the court via the main gate entrance at the date and time specified within your booking confirmation. You must enter the PIN on the pin pad located at the main gate entrance. Once you enter your PIN, the pin pad will light green and the gate can then be opened. Your PIN will be active for 10 minutes prior to your booking time and expire 10 minutes after your booking time. If the main gate entrance is already open or unlocked, you must still enter your PIN prior to entering the facility. Failure to do so may result in other automated services such as lighting not operating as intended for your booking.

#### How long before can I make a booking then access a court?

Please book 30 minutes prior. If you book within the 30 minutes, it is very likely your pin will not work straight away.

#### Lighting

For times where court lighting is required, the lights will commence warming up once you enter your PIN at the main gate entrance. Lights can take 10 minutes to warm-up completely so it is recommended that you arrive 10 minutes prior to your booking time. If someone is still on the court, you can still enter your pin while you wait for their booking to finish.

#### Refund and cancellation policy

You may cancel your booking by logging into your Book a Court profile. Cancellations made prior to 1 hour before the time booked to play tennis will receive a refund to the credit card provided for the booking.

**Contact us:**

council@cityofparramatta.nsw.gov.au | 02 9806 5050  
@cityofparramatta | PO Box 32, Parramatta, NSW 2124  
ABN 49 907 174 773 | [cityofparramatta.nsw.gov.au](http://cityofparramatta.nsw.gov.au)

Council reserves the right to cancel your booking at any time for any reason whatsoever. If Council cancels your booking you have the option to reschedule your booking to an alternative time or be provided with a refund.

Please note the refund may take up to a week to appear back in your account.

### **I want to cancel my booking within 1 hour of its commencement**

If you wish to cancel within 1 hour of your booking time a refund will only be issued if it is for extreme weather conditions for example rain or extreme heat. Refunds will not be issued for change of mind. You will need to email [bookings@cityofparramatta.nsw.gov.au](mailto:bookings@cityofparramatta.nsw.gov.au) within 48 hours of your day/ time to be eligible for the refund that way we can recall the weather conditions. Please include your date, time, and facility that you booked in your request.

### **Can I change a booking duration, date and/ or time?**

Unfortunately, the booking system doesn't allow partial refunds or changes to an existing booking so you will have to cancel and re-book to make a change.

### **I want to make a re-occurring booking**

Unfortunately, the system only currently allows a customer to book and pay for one session at a time, it does allow you to book a few weeks in advance if you wish to do so. Re-occurring bookings and/ or regular hirers pay the same as casual one-off bookings.

### **I can see some blocks booked out in the system why is that?**

The re-occurring blocks on the system may be booked out for coaching or scheduled maintenance of the courts.

### **How do I become a coach at a facility?**

Council wishes to maintain a balance between community and commercial use of the courts. If a coaching opportunity becomes available, it will be advertised on [www.cityofparramatta.nsw.gov.au/tennis](http://www.cityofparramatta.nsw.gov.au/tennis)

## **2. Booking Issues**

### **What happens if I turn up at the court and my pin doesn't work?**

- I. Firstly, was there 30 minutes at least between making a booking and accessing the court? If no, then refer to the Booking Information section.
- II. Are there lights on the pin pad and is it making a noise?
  - a. If yes... check that your pin number is correct. If this still doesn't work proceed to step c.
  - b. If no this means power has been lost. Proceed to step c.
  - c. In the first instance you can notify Tennis Australia on 1800 752 983 or notify Council on 9806 5050 or [bookings@cityofparramatta.nsw.gov.au](mailto:bookings@cityofparramatta.nsw.gov.au) and advise whether the issue is step a or b.
- III. Unfortunately, we cannot always resolve issues on the spot. Where there is an issue where you are not at fault, we will issue you a refund once investigated. Please do report issues through that way we are aware of them as soon as possible.

**Do I need to enter my pin if the gate is already open when I arrive?**

Yes if you don't enter your pin and you have a night time booking the floodlights will not sync to your booking and will either turn off 15 minutes after the previous booking or not come on at all. We will not issue refunds when pins were not entered.

In addition, we can view the reports for any pin entered so this will help resolve issues or confirm faults.

**What happens if the lights don't work for my booking?**

- I. Firstly, did you enter your pin on arrival? If no, refer to the Booking Information section.
- II. If yes, re-try your pin and see if they come on. If the lights were on previously, they can take around 10 to 15 minutes to cool down then warm back up.
- III. If lights flicker or go out occasionally wind or power issues can cause lighting issues.
- IV. Unfortunately, we cannot always resolve issues on the spot. Where there is an issue where you are not at fault, we will issue you a refund once investigated. Please do report issues through that way we are aware of them as soon as possible. Please notify Council on 9806 5050 or [bookings@cityofparramatta.nsw.gov.au](mailto:bookings@cityofparramatta.nsw.gov.au) and advise the issue.

**I tried to make a booking online but there was an error and I never received a confirmation, but the money has been taken from my account**

If you didn't receive a confirmation, then your booking didn't go through. The amount in your account will only show in the pending section and after a few days will appear back in your account. This hasn't happened often but has been reported by some customers, we think it may be the bank doesn't recognise something and it triggers them not to accept payment. Usually trying a second time or on another card works.

### **3. General conditions**

**Tennis purposes only**

The tennis courts at the venue are only to be used for the purpose of recreational tennis. Professional coaching on the tennis courts may not take place, other than by approved persons, who have the prior written agreement of Council. You are not permitted to use the tennis courts at the venue for any activity other than recreational tennis without prior written agreement by Council.

**Pricing**

The court booking fee is set by Council's annual fees and charges prices policy. Payment for all bookings must be made in advance.

**Children**

Children under the age of 16 must be always supervised by an adult during their use of the venue.

**Damage**

All users of the tennis courts must not damage, deface or mark any part of the venue. You agree that you will be fully responsible and liable to Council for any damage caused by you to the venue.

### **Other users**

You agree that you must ensure all users of the venue included as part of your booking comply with these terms and conditions. You agree that you will remain fully responsible and liable to Council under these terms and conditions for any breach of these terms and conditions by any user of the venue included as part of your booking.

### **Safety**

It is a condition that users of the tennis courts undertake to always use the facilities in a safe and cautious manner.

### **Risk Warning**

You acknowledge that by using the tennis courts you will be exposed to certain risks, including the risk of physical injury, and that use of the tennis courts is entirely at your own risk. You have voluntarily read and understood this risk warning and accept and assume the inherent risks in use of the tennis courts.

### **Release**

To the fullest extent permitted by law, you agree to release and discharge Council and its directors, officers, employees, volunteers and agents from all liability in respect of any loss or damage you may suffer from use of the tennis courts.

### **Player Etiquette**

Please take all your rubbish with you and leave the tennis courts and facilities tidy for the next players to use and enjoy. Early morning and late evening players please be mindful of the local residents who live nearby. Try to keep noise on the court to a minimum. Smoking is not permitted within the venue, including on the tennis courts.

### **Footwear**

All users must always wear appropriate tennis footwear when using the tennis courts at the venue.

### **Privacy**

You consent to the collection, storage, use and disclosure of your personal information in accordance with the tennis privacy statement and the tennis privacy policy, which contains information about how you may access and seek correction of your personal information, how you can complain about a breach of your privacy, and how the complaint will be dealt with.

## **4. Contact Information**

### **I want to provide feedback on the booking system**

The booking system 'Book a Court' is owned by Tennis Australia. If you have any feedback relating to the use or features of the system, please email [play@tennis.com.au](mailto:play@tennis.com.au)

### **I want to provide feedback on the booking processes, or I have another question**

Please contact City of Parramatta Council's Booking Office.

- E: [bookings@cityofparramatta.nsw.gov.au](mailto:bookings@cityofparramatta.nsw.gov.au)
- P: 9806 5140
- W: <https://www.cityofparramatta.nsw.gov.au/recreation/tennis-courts>

They are open:

- Monday to Friday 8.30am-4.30pm

#### **I want to raise a maintenance request**

Please contact City of Parramatta Council's customer service.

- P: 9806 5050
- or log a request online:  
<https://onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/services.htm>

They are open:

- Monday to Friday 8.30am-5pm

#### **I have an access issue**

Please contact Tennis Australia Customer Support Centre.

- P: 1800 PLAY TENNIS/ 1800 752 983

They are open:

- Monday to Thursday 8am–6pm
- Friday 8am–4pm
- Saturday 10am–4pm