

# **Hazelwood on-line Booking System**

## **Payments and Refunds**

- Topping up your court booking account will enable you, as a Club member, to book courts at Hazelwood. A non-refundable 'top up' charge of £2.00 for credit card payments and £1.00 for debit card payments will be made whenever a member's court booking account is credited.
- Once a member's court booking account is in credit, courts can be booked on-line up to two weeks in advance and the normal court fee (peak or non-peak) will be deducted from your court booking account when the booking is made.
- There will be an immediate refund of the court booking fee if a court booking is cancelled at least 7 days in advance.
- Booking fees for cancellations made after that will be refunded only if another member re-books the court for the same time slot.
- As Hazelwood is located in the United Kingdom all debits to members' credit/debit cards will be in Pounds Sterling.
- If you experience any difficulty using the system or have any comments regarding it, send an e-mail to [nick@hazelwoodtennisclub.co.uk](mailto:nick@hazelwoodtennisclub.co.uk) or leave a message at the club office on 020 8360 5660.
- The initial set up fee required to open your account is £30.00, you can however elect to start off with a higher amount if you so wish. There will also be a minimum top up fee of £30.00 for all future account top ups.
- Should a member leave or discontinue their membership then on request, all balances over £5.00 will be refunded to the member.

### **Court Booking Rules**

- Member's accounts must be in credit before they can book courts.
- Courts can be booked up to a maximum of 14 days in advance.
- Members can cancel courts up 7 days ahead of play and their account will be automatically credited. If courts are cancelled less than 7 days ahead of play then member's accounts will only be credited if the court is subsequently booked by another member. If an incorrect booking is made within 7 days then you must notify the manager immediately, as any such errors will have to be corrected manually.
- No member will be able to have more than 10 open bookings.
- No member will be able to book more than one court for the same time period i.e. you cannot book two courts for say 2.00pm on the same day.