



CRESCENT TENNIS CLUB - TERMS AND CONDITIONS

GENERAL

Terms and conditions are written in conjunction with the Club's Constitution and Club's Policies - Copies of the Constitution and policies can be found on the Club's Website (under 'Membership - Rules & Policies') [here](#)

The Club's Committee shall determine the Terms and Conditions for the use of the Club and is empowered to make, repeal and amend them.

A copy of the Terms and Conditions will be displayed in the club at all times as well as our website.

WEBSITE TERMS AND CONDITIONS

Welcome to Crescent Tennis Club website. Please review the following terms and conditions concerning your use of this site.

These terms and conditions apply to the use of this website at www.crescenttennisclub.co.uk.

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS WEBSITE.

By using this site you are agreeing to these terms and conditions. Crescent Tennis Club reserves the right to change these terms and conditions at its sole discretion. These terms and conditions apply to all visits to this website, both now and in the future. These terms represent the entire understanding relating to the use of the www.crescenttennisclub.co.uk website and prevail over any prior or contemporaneous, conflicting or additional, communications. If you do not agree to these terms and conditions, do not use this website.

You will be able to access most areas of this website without registering your details with us. Certain areas of this website are only open to you if you register.

Privacy

We take your privacy very seriously. We will never solicit your information to any third party. Your information is used solely for tennis club purposes. Please read our Privacy Policy.

Registration

Membership registration is via our online membership provider ClubSpark. Please read their Privacy Policy. Only create an account on this website with your real personal information. This includes but is not limited to your name, email address, phone number, and emergency

contact information. It is your responsibility to ensure that all of your information is accurate and up-to-date. Fake accounts or accounts that impersonate another person will not be tolerated.

Website Payments

The Crescent Tennis Club website does not accept payments. Third party sites eg ClubSpark do - you are advised before making payment to read their Privacy Policy and Terms of Conditions. If you require any further information you should speak to the Club's Membership Secretary before you make any payments.

Disclaimer

Although Crescent Tennis Club has attempted to provide accurate information on this website, information on this website may contain inaccuracies or typographical errors. The content of all pages on this website are believed to be current and accurate. Crescent Tennis Club assumes no responsibility for the accuracy of the information.

Licence

You are not permitted to print and download extracts from this website for your own use without prior written permission by the Chairman or Club Secretary. Our logo/name is not to be used without consent.

Maintenance and Access

While we endeavour to ensure that this website is normally available 24 hours a day, we will not be liable if for any reason this website is unavailable at any time or for any period.

Access to this website may be suspended temporarily and without notice in the case of system failure, maintenance or repair or for reasons beyond our control.

Renewing your Membership Online

When renewing membership you will be asked to do so using our membership application form which is on our website and to make your payment by bank transfer or via ClubSpark.

Details of fees will be available on the Club's website and available from the Membership Secretary.

As part of our order process you will be given the opportunity to check your order and to correct any errors. Following receipt of your order, ClubSpark will send you an order acknowledgement email, detailing the membership type(s) you have ordered.

Court Bookings

Court bookings are made through ClubSpark (either directly or via the Club's Website). To book a court you will be required to have registered and set up an account with LTA and log into that account to make a booking. If the booking is no longer required Members are asked to ensure that they cancel the booking.

Parental Consent

Crescent Lawn Tennis Club do not discriminate on the basis of age, race, nationality, gender, sexual orientation or religion. However; persons under the age of 16 should only use the

website with the consent of their parent or legal guardian. We encourage all parents and guardians to monitor the Internet use of their children. Use of this website by any user shall be deemed to be a representation that the user is 16 years of age or older.

Disclaimer

While we endeavour to ensure that the information on this website is correct, we do not warrant the accuracy and completeness of the material on this website. We may make changes to the material on this website, or to the products and prices described in it, at any time without notice. The material on this website may be out of date, and we make no commitment to update such material.

MEMBERSHIP TERMS AND CONDITIONS

1. The membership year begins on April 1 and subscriptions are paid annually in advance and ends on 31 March. Members are required to complete the membership form for both new membership or when renewing a membership.
2. If you join part way through a year, the membership fee is paid pro-rata to the nearest month until the end of the membership year on 31 March.
3. The membership agreement commences when their payment has been received. Payment also acts as confirmation that the member has read and agreed to the Terms and Conditions.
4. Membership Fees are non refundable, except in certain circumstances and at the discretion of the Chairman, in consultation with the Membership Secretary (see Refund Policy below).
5. Members are required to ensure that membership fees are paid on time and to the account provided by the Membership Secretary - the Club is not responsible for errors made in this transaction by a new or existing member.
6. Membership is open to all. The Club requires all those taking part in tennis coaching to become Club members, except for specified introductory offers.
7. Membership is not transferable and must only be used by the registered member. Any misuse will result in the membership being cancelled.
8. The member will advise the Club immediately of any change to personal details.
9. The member will have read and agreed to our court etiquette as outlined in our members Welcoming Pack and Club Rules.
10. Categories of membership and subscription rates/fees shall be determined by the Committee details of which are available on the website.
11. If you wish to cancel your membership with us, you will not be entitled to a refund. You will be entitled to continue to use our courts and facilities until 31 March at which point your membership will not be renewed and you will no longer be a member.
12. The Membership Secretary will invite you to renew your membership prior to the end of the membership year, if you wish to continue your membership you must ensure that you do so before the given deadline date otherwise your membership will lapse and this may result in you incurring administrative charges to rejoin or in the event of the membership numbers being deemed high by the Committee, placed on a membership waiting list.
13. The Club shall not be liable for any loss or damage to the property of the member and/or any of her/his invitees unless this is due to the Club's negligence. The member is advised to procure adequate insurance for these.

14. All members are responsible for their guests. This includes ensuring guest playing fees are paid in advance of a booking
15. In the event of prolonged extreme weather conditions courts may be closed for safety reasons, the Club is not responsible for this closure and membership fees would not be refundable.
16. The Club reserves the right to cancel any bookings (as appropriate and at the Club's discretion) without liability to the member if:
 - a) The Club discovers that the booking might in the opinion of the Club prejudice the good reputation of the Club.
 - b) The member is in or has been in arrears in respect of any previous payments due from the member to the Club.
 - c) If adverse weather conditions prevent the playing of tennis.
 - d) If the Club is directed by a third party (government, local authority, tennis associations) to cease play.
17. Members must inform the Membership Secretary of any changes to their contact details, if deemed appropriate inform the Club in confidence of any health conditions that they may need to be aware of and provide an emergency contact.
18. Junior members are requested to book courts off at off peak times (Monday to Friday 9am-6pm). Junior Members daylight court booking only - no floodlight use is allowed at any time, if holding these memberships. These rules do not apply if a junior or young person attends with a full adult member.

Cancelling your Membership

We reserve the right to cancel your membership with immediate effect in the following circumstances:

- Verbal or physical abuse, or intimidation of our other members, visitors or staff at Sidcup Sports Club by yourself or one of your guests.
- Repeatedly ignoring or breaking the Club Rules.
- Failure to have paid your membership fees.
- Inappropriate conduct whilst representing the Club at other clubs or events.
- If for any other reason we believe that it is not in the Club's interests to allow the continuation of your membership.

If we cancel your membership, you have the right to appeal in writing to the Chairman stating the reasons why you believe your membership should not be cancelled. After a thorough investigation, their decision will be binding.

If we cancel your membership for any of the reasons described above, we have the right to keep a proportion of the money you have paid under this agreement to cover any reasonable costs we have had to pay. This will be a minimum of 3 months. We will also not accept any future applications you make for membership at the Club.

Direct Debit Membership Fees

The payment of a membership fee by direct debit is at the discretion of the Committee. The Committee reserves the right to and with notice, cease direct debit payments facilities,

amend the structure of direct debit payments or limit to who may pay by direct debit. The Committee may also apply an additional charge for those paying by direct debit.

Those members who pay by direct debit are doing so as part of an annual membership contract with the club and payments can only be cancelled on 31st March, except in exceptional circumstances and at the discretion of the Chairman/ Membership Secretary. Direct debit payments are non refundable.

Therefore, in the event of a missed payment (monthly) you will be contacted by the Membership Secretary asking for immediate payment. If you do not pay your membership fee when it is due, we reserve the right to prevent you from entering the Club until the account is settled. This does not mean we will end your membership. The missing payment(s) can be conveniently made to the Membership Secretary.

If you fall behind with your membership payments for more than 30 days, we will charge you an administration fee of £20. We also reserve the right to charge an administration fee of £10 for each missed payment.

Cancelling your direct debit does not mean you have given us notice to end your membership, cancellation of membership must be made in writing to the Membership Secretary. We may refer any missed payments, including any future payments that are due as part of your contract (for example, payments you owe for the rest of the initial period or for the notice period), to a debt-collection agency.

Refund Policy

As outlined in these Terms and Conditions Membership Fees are not refundable.

Membership can be temporarily frozen for example in the event of an injury, or a major operation, exceptions to this are at the Chairman's discretion and in consultation with the Membership Secretary, for a minimum of one month and a maximum of 3 months in any one membership year on receipt of a physio, hospital or doctor's letter. When a member is pregnant, her membership can be temporarily frozen for up to 6 months in the pre-birth and/or immediately post-birth period, on application to the Membership Secretary.

Refunds or temporary freezing of fees will not be considered retrospectively.

Questions and Complaints

Crescent Tennis Club welcomes your feedback, however, any comments, ideas, notes, messages, suggestions or other communications sent to us regarding the website and/or your membership/experience with the club may be used internally to improve our services or used to promote the club. A copy of our Complaints policy, Feedback and Suggestion Policy is available on our website.

Contact Information

Our contact details are as follows:

Crescent Tennis Club
49 Sydney Road
Sidcup
Kent DA14 6RA

General email(s): chairman@crescenttennisclub.co.uk

For info regarding memberships: memberships@crescenttennisclub.co.uk

Date approved: 27 July 2022

Review date: 27 July 2024

Schedule of updates and amendments

Date of update/amendments	Update /amendment: