

# Terms and Conditions

We have broken down into sections each of the key areas, to help you understand your relationship with us :

## (1) GENERAL WEBSITE TERMS AND CONDITIONS

In browsing this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Tower Hamlets Tennis' relationship with you.

Tower Hamlets Tennis or 'us' or 'we' or "THT" refers to the company that owns this website whose registered office is 30 Penshurst Road, London, E9 7DT. The term 'you' or "as a customer" refers to the user or viewer of our website and possibly a customer of Tower Hamlets Tennis

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

This website uses cookies to monitor browsing preferences and for many technical reasons

Some of your personal information may be stored by our booking partners BookingBug but it is accessed by THT staff and only or use by third parties: Sprite (our secure payments provider)

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

# Terms and Conditions

From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, United Kingdom.

## (2) BOOKING TERMS AND CONDITION

Terms and conditions apply to all bookings and payment must accompany the booking, unless specifically stated :

### COURTS

All courts are to be booked online up to in advance

A rebooking, cancellation processes and credits are covered by [this policy](#)

On booking you agree to abide by the Rules of the Courts you will be using.

Your court booking is valid within the boundaries of the court for the time allotted. All other Park services are provided by London Borough of Tower Hamlets (park/court access, toilets etc)

THT reserve the right to contact you to cancel the booking and offer a rebooking to the value of your original booking up to 48 hours before the booking. This will rarely be requested by us, but can occur when there has been an administrative error and your booking may affect the viability of our organized sessions and courses.

In the event of inclement weather or any other unexpected intervention, THT staff may close the courts at any time to both sessions and public bookings. In this case a full credit will be provided. All decisions on whether the courts are playable remain with THT.

THT reserve the right to cancel bookings if there are significant concerns about data associated with the sign up to a booking account or the payment details. These concerns can vary from safeguarding, unauthorised use, prior behaviour towards customers or THT staff.

Customers must use a valid and current email to book. If we cannot contact you via the email used, your booking may be suspended.

THT reserve the right to cancel bookings if there is reasonable suspicion of unauthorised use.

By booking the courts, you agree to follow instruction from THT staff and registered contractors when on court.

# Terms and Conditions

Customers play at their own risk.

To prevent resale and organised sessions without permission, we reserve the right to cancel (even in play) courts that have been transferred and the original booker is not present. You need to be present for your booking.

THT reserve the right to introduce seasonal terms and conditions, which may be applied in addition to those listed here. These will, in general be to help manage fair access policies or to meet contractual obligations.

Customers cannot book more than 2 hours per day (any locations) and are asked not to play for more than 2 hours, to allow us to provide fair access to very limited local facilities. Some seasonal terms and conditions can be used (such as no play on consecutive days)

Customers cannot book more than one court at the same time, the booking and paying party must be present on the court booked.

Organised tennis sessions (with or without exchange of money) are not permitted. Your court booking is for recreational play only, up to 4 people per court and no more than 6 within court fencing (due to space limitations). We reserve the right to take action, including cancellation of bookings, if we believe organised sessions are taking place.

Any form of private Coaching is NOT permitted, whether paid or unpaid, unless by an authorised THT private coach. This is contractual (with LBTH) and part of the Management of Registered LTA Venues.

Any use of bot or automation to book courts or to influence favour in booking courts will result in cancellation of the booking and possible suspension of future bookings

## Coaching Courses and Holiday Camps

- All courses should be booked and paid for in advance online
- A credit note will be issued if more than one session in any complete course has to be cancelled due to inclement weather.
- A credit note will be issued if a player withdraws over 7 days before commencement of any course.
- All THT coaches are qualified LTA coaches, with all L2 and L3 Lead Coaches Accredited or Accredited+
- THT reserve the right to cancel courses which are under-subscribed up to 7 days before the start of the course

# Terms and Conditions

## Priority Booking System - Courses and Holiday Camps

- Customers already participating in a coaching course are given a priority offer to book onto the next course, this is sent via email.
- The exception to this will be the September courses – places on these will be allocated on a ‘first come, first served basis’.
- When courses are full you can request to be added to a ‘waiting list’  
[info@towerhamletstennis.org.uk](mailto:info@towerhamletstennis.org.uk)
- When a place comes available customers on the waiting list will be contacted by email but a place on the course is not automatically secured.
- Customers can request to be removed from the waiting list at any time.

## (3) OTHER TERMS AND CONDITIONS

Please be aware that we do not permit technical coaching on our courts, or the use of coaching equipment unless conducted by a Tower Hamlets Tennis authorised coach, or by permission.

This is a contractual obligation to manage standards, safety, duty of care, place to play insurance and ensures we can provide local opportunities for local coaches with sustainable employment and the social enterprise structure that drives local participation.

Any bookings which we suspect of breaking these terms and conditions will be suspended and the booking party contacted.