

## **Max Sports (Australia) Pty Limited (Trading as Max Tennis)**

### **Court Hire Terms & Conditions**

By proceeding with this booking, you confirm that:

- Courts are for casual social tennis only (no coaching or organised events unless approved)
- Cancellations made 2+ hours before booking receive credit, otherwise no refund/credit applies
- Customers will behave respectfully and follow all venue rules and staff instructions
- Customers understand there are inherent risks in sport and use the facilities at your own risk
- Max Tennis may reallocate or cancel bookings if required (eg. events, maintenance, coaching)
- Appropriate behaviour, footwear, and attire are required at all times

For full details, see below.

### **Max Tennis Casual Court Hire - Full Terms & Conditions**

These Terms & Conditions apply to all casual court bookings with Max Sports (Australia) Pty Limited (trading as Max Tennis).

#### **1. Use of Facilities**

Courts are provided for casual tennis play only (social use with friends and family) and are subject to availability. Coaching, organised programs, competitions, events, parties, filming, or similar activities are not permitted unless expressly approved by Max Tennis.

Max Tennis may, at its discretion, modify services, facilities, or availability and may reallocate court bookings where required (e.g. coaching, events, maintenance, or permanent hire).

#### **2. Bookings & Cancellations**

All casual court bookings must be made online.

- Cancellations made with at least **2 hours' notice** will receive a credit voucher for future booking.
- Cancellations within **2 hours** are not eligible for credit or refund.
- Wet weather cancellations may be credited upon request by contacting [play@maxtennis.com.au](mailto:play@maxtennis.com.au).
- Promotional codes must be applied at the time of booking and cannot be applied retrospectively.

### **3. Venue Conduct & Requirements**

All customers must behave respectfully toward staff, players, and visitors.

- Appropriate sports attire and non-marking footwear must be worn.
- Abusive, aggressive, threatening, or disruptive behaviour will not be tolerated and may result in refusal of entry or termination of access.
- Smoking is prohibited across all venues, including car parks.
- Pets are not permitted (except assistance animals).
- All signage and staff instructions must be followed.

### **4. Safety**

Participants must follow all safety instructions provided by staff.

- Any hazards must be reported immediately.
- In an emergency, call **000** and notify staff if safe to do so.
- Participation is at your own risk, including risks of injury or property damage.

### **5. Liability & Indemnity**

By using the facilities, participants acknowledge and accept inherent risks associated with tennis activities.

To the extent permitted by law, users agree to indemnify and hold harmless Max Tennis from any claims, injury, loss, or damage arising from participation, except where caused by gross negligence or wilful misconduct.

### **6. Customer Responsibility**

Customers are responsible for their own conduct and the conduct of guests. Failure to comply with these Terms & Conditions, staff directions, or venue rules may result in suspension or termination of access. Serious misconduct (including abuse or violence) may be reported to police.

### **7. Changes to Terms**

Max Tennis may update these Terms & Conditions at any time. Updates will be published on the website or relevant communication channels.

### **8. Legal**

These Terms operate in accordance with the Australian Consumer Law (Competition and Consumer Act 2010 (Cth)).

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