

Booking conditions & guidelines for Tennis at Egerton Park, Bexhill

Please ensure you read and agree to the conditions as it is an important part of the booking. By booking you are opting to agree to the conditions below.

Reservations

1. **Cost.** From April 2024 a court is £1.75 to book per half hour and will change in April 2024. This is as per [Rother District Council fees and charges](#). This is subject to change and these will be clearly mentioned on the booking reservation. The council reserves the right to charge certain groups such as profit making organisations or professional coaches
2. **Reserving.** Courts can be reserved up to 8 days in advance by going to www.rother.gov.uk/tennis - you need to register for free online which only takes 2 minutes! Any other requests for bookings must be made to egertontennis@rother.gov.uk
3. **Personal Data** kept on the site is kept under GDPR guidelines. Please see <https://clubspark.com/privacy-policy> for more information.
4. **Times.** A maximum of 1 reservation of 2 hour each can be made by one person per day. The times courts can be booked are clearly displayed on the booking form but are subject to weather and seasonal conditions. Rother District Council reserves the right to alter them and to close some or all of the courts at any time for reasons such as safety or maintenance. In such cases, customers will receive a refund. Details of [how to book can be found on the website](#).
5. **Confirmation.** Once you have a court reservation, you will receive a confirmation email. Please either print this email out and bring it with you, or if your phone can receive and display emails, this is also fine. If you have no proof of a court reservation with you, you cannot claim that you have the court reserved.
6. **Priority.** You are permitted to use the courts without reserving them, however if another player has reserved and has proof of booking, please vacate the court immediately. Paid advanced bookings have priority.
7. **Cancellation.** Please cancel your reservation if you are no longer going to use the court to play. Customers will receive a full refund provided that a cancellation is made no later than 24 hours before the time and date of the booking. Rother District Council reserves the right to prevent individuals from booking if they fail to cancel unwanted bookings on a regular basis.
8. **Online only.** Park staff & contractors in the park have no control or access to the reservation system, nor can they assist in reservation or court issues. Bookings need to be done online. Customers may report difficulties or any other feedback to egertontennis@rother.gov.uk.
9. **Health & safety.** Individuals playing should follow guidelines relating to health & safety and any notices that are displayed on the courts. Courts might need to be closed unexpectedly for safety reasons. Courts are checked but players are advised to check for any hazards before playing and report anything dangerous to Rother District Council.
10. **Safeguarding.** The council is committed to the Lawn Tennis Association Venue Safeguarding Standards which create a safe, accessible, enjoyable and welcoming environment for everyone.
11. **Emergencies.** In the case of an emergency, customers should contact the emergency services by calling 999 and subsequently report the matter to Rother District Council.
12. **Behaviour.** Individuals are reminded to ensure their behaviour is acceptable in a family park and bad behaviour will not be tolerated. When changing over on court, approach others **politely** and leave **willingly**. Players whose language or behaviour are causing offense to other park users may be asked to leave. Tennis should be fun for everyone to enjoy and all players respected.
13. **Respect the courts.** Please ensure any rubbish is taken away and the courts left in good condition. Dogs should not be brought on to the courts at any time.
14. **Damage.** Users may be liable for any damage they have caused to the courts so please ensure no intentional damage is caused to the court, fencing, nets or surface.
15. **Coaching.** No coaching is to take place on courts unless previously agreed with Rother District Council and any coaches who would like to book courts to deliver coaching must provide a copy of their LTA Coach

Accreditation. Coaches should contact tenniscoaching@rother.gov.uk if they are to coach with any details and follow safeguarding policies of the council and coaching guidelines of their National Governing Body.

16. **Management of the courts.** Rother District Council manages the courts and reserves the right over use of the courts including pre-booking the Courts for coaching, events and maintenance.

17. Customer feedback. Please let us know about your experiences, good or bad, by e-mailing egertontennis@rother.gov.uk. Any comments or suggestions on improving use and enjoyment of the courts are always welcome.

(March 2024)