**Frequently Asked Questions**

1. **I made a booking but there’s someone in the court when I arrived. What should I do?**

Your confirmed booking email will include the day, time and court no. Please check the details you have booked for. If all is correct the people on court may need a prompt that their time is up.

If you did not receive a confirmation email it may be that that your intended booking was not completed fully. You will need to rebook by going back to northwestsydneytennis.com.au ‘Court Bookings’.

1. **The gate to the court that I booked won’t open. What should I do?**

On this occasion refer to your confirmation email. Check the court no. day and time are correct. If all ok there is a manual access code on the bottom of your email. Code pads are located on each level of the tennis courts. LHS of the main club house and on the clubhouses near court 12 on the middle level. Follow the instruction written at the bottom of your email and key-in the manual access code as indicated.

If you did not receive a confirmation email it may be that that your intended booking was not completed fully. You will need to rebook by going back to northwestsydneytennis.com.au ‘Court Bookings’.

1. **I booked a court but I changed my mind. Can I get a refund?**

Court bookings can be changed if 48 hours’ notice is given by emailing [info@northwestsydneytennis.com.au](mailto:info@northwestsydneytennis.com.au) or calling the Pro shop on 9481 0970 (Monday to Friday) during office hours. We are a not for profit organisation so appreciate that sometimes things happen but we would hope it would not occur on a regular basis. So please make sure you can play on the day and time that you are booking beforehand.

1. **Can I move my booking to a different court or complex?**

No. All our courts across Epping (Midson Rd) and Pennant Hills Centres are well maintained and are quite close to each other. Please make sure when you book you are selecting the correct centre.

1. **Can I book online and pay when I arrive?**

No. The online booking system is a complete system we provide to the members of the community that can facilitate court reservation and court hire payments. It also allows us to minimise unnecessary overheads when managing the courts. If you are booking, for example, an additional court or time when at the courts, you can do this, though please be patient, as it takes a few minutes for it to be updated through the court controller system before the courts will be accessible.

1. **Can I ring the number on the website to book a court?**

No. Please use the online booking system by going to northwestsydneytennis.com.au ‘Court Bookings’.

1. **As a member, can I book a court for someone using my membership details?**

No. Only members are entitled to a discounted price for court hire and we expect that members should only be booking one court for themselves and friends playing on that court and not for others.

1. **I booked a court but I was not able to play due to rain or adverse weather conditions. Can I request to re-book?**

We have a weather page that you should refer to which will confirm if the courts are un-playable. Just because it is raining in your area does not mean it is raining at the actual court complexes. If the weather page deems courts are unplayable - yes. Email [info@northwestsydneytennis.com.au](mailto:info@northwestsydneytennis.com.au) or ring the Pro Shop 9481 0970 (Monday to Friday) during office hours to arrange a new time. Every booking detail is stored in our database and can be re-booked as the original booking i.e. day or night booking for a different date. For example, a day booking (no lights) can only be booked on another daytime.

1. **What payments options are acceptable for hiring a court?**

Credit and Debit cards and PayPal payments are all accepted. This is through the secure PayPal portal – you just need to select whether you want to pay through PayPal or by card on the payment window.

1. **Tennis Balls – I’ve hit my tennis ball onto another court and it is locked**

Unfortunately this does happen, or sometimes it is hit into the bush at Pennant Hills! Please be aware you should bring additional balls to play with. Balls found on other courts will be donated to our Junior players or to a charity. Tennis balls are available for purchase at the Pro Shop in business hours if needed.

1. **On the occasion when your payment wasn’t successful/failed** and you’re wanting to rebook the same court, please wait 15 mins for your unplayed booking to automatically delete from the system. Please REFRESH your browser completely and start the booking process from step 1 again. (Don’t press the return button / back button – instead press refresh
2. **In case of emergencies ….. Call 000**

We have an AED device located in the main clubhouse which is accessible during business hours.

To contact the club in an emergency situation please text/call the Manager 0452 525 832.