

Tennis court booking FAQ

How to book a tennis court?

Tennis courts booking can be made via the Pro Shop or our website. Please contact the Pro Shop, provide your membership number, date, and time to book a court. Courts 1 and 2 are open for members' booking, while Courts 3 and 4 are mostly reserved for private tennis lessons. If you need assistance, our friendly staff at the Pro Shop will be happy to help you.

To make the booking online, please visit the British Club website under the tennis section. The Tennis Courts information tab link will lead to the booking page. You will need your membership number and password to log in.

How many slots can I book?

Every member is allowed to book only two slots (i.e., 120 minutes) per day.

In case of rain, is the booking fee waived?

Yes, the fee is waived if it rains at the Club. You may contact the Pro Shop to check on the weather conditions at the Club before you make your way here.

What should I do when I arrive for my booked session?

We kindly ask that you check in at the Pro Shop before heading to the tennis courts. Please be aware that any tennis court reservation that is not registered with the Pro Shop upon arrival will result in a "No Show" status and incur a penalty fee of \$50. Additionally, if you accumulate two or more No Shows in a month, you will be prohibited from booking a tennis court for a period of one month.

What can I do if I am late for my booked session?

If you are late, you may call the Pro Shop and request to hold the court for you. Please note that there will be no time extension for the lost time.

What should I do if I cannot make it for my booked session?

If you are unable to make it for your session, please cancel your booking 24 hours prior to your booked slot to avoid any penalty. Booking cancellations within 24 hours of your upcoming booked slot will result in a \$20 penalty for late cancellation.

Can I continue playing for another 60 minutes after my booked session has ended?

Yes, you can, provided the next slot is free and you have played for only 60 minutes. There is a limit of two slots (i.e., 120 minutes) per member per day. So, you can extend your session for another hour, but you are required to book the slot before continuing. Please see the details and steps in *the booking policy for an extension, booking of an unreserved court* below. If you would like to continue playing and the next slot is reserved by another party, you may do so under certain circumstances, provided you have not exceeded your two slots per day – see the excerpt from our booking policies on the following page.

TENNIS COURT BOOKING POLICIES

(An excerpt)

The booking policy for a booked court.

If a court is booked and you would like to play on the booked court because no one has, seemingly, come forward to claim their booking, you may do so if,

1. the party which booked the court is late for more than 15 minutes. After 15 minutes, their booking will be voided, and you may proceed to book the court for yourself. You **MUST** book the court **BEFORE** you start (or continue) playing. You will need to approach the Pro Shop staff to book the court for you because it cannot be done online.

However, if the party who booked the court, is late, he/she may have already called the Pro Shop and informed the staff that they are going to be late for their booked session. In this case, the 15-minute-cancellation period does not apply, and the court cannot be (re)booked. Therefore, you should leave the court at once when it is ascertained that the party which book court has arrived, or when you were informed by the Pro Shop staff.

2. the party who booked the court is a no-show. In this case, you still need to inform the Pro Shop staff (as in the case described above) and ask for the court to be booked under your name/membership number after the 15-minute mark. This re-booking can only be done after 15 minutes has passed. (The difference between this case, *point 2*, and the above case, *point 1*, is that, here, the party who booked the court is a no-show. In the above point, they are over 15 minutes late.)
3. you only play until the party who booked the court has arrived. If the party arrives within 15 minutes of their booking, there is no cancellation of their booking, and no claim can be made onto the court. You must leave the court immediately when the party who booked the court has arrived. You should be prepared to leave immediately and without delay during the 15-minute waiting period.

In this instance you may be able to play up to extra 15 minutes but must vacate the court without delay when asked to, or when you see the other party coming onto the court. (See *point 1* and *point 2* if it has been longer than 15 minutes.)

The booking policy for an extension or booking of an unreserved court

If you would like to extend your tennis court booking for another hour, you may do so if the court is unreserved and if you have not exceeded your tennis court booking limit for the day. Extension of booking can only be done at the Pro Shop on the day itself and has to be done before continuing your session.

Courtesy call

To ensure a fair system for all members and to avoid any misunderstanding, the Pro Shop staff will attempt to call the respective party at the 10-minute mark into their booked slot if they are late for their court booking. This will enable us to either hold the court (if the party

is merely late) or release the court if they are not coming. If no one answers the courtesy phone call, then the usual 15-minute-waiting-period cancellation policy applies as described in *point 2* above.

For questions or clarification, please approach the Pro Shop Staff, or drop us at email at src@britishclub.org.sg

