



**ALLEYN'S SCHOOL
ENTERPRISES LIMITED**
Townley Road, Dulwich, London, SE22 8SU

Telephone: 020 8557 1500 (Reception)
Email: enterprises@alleyns.org.uk
Website: www.alleyns.org.uk

Company VAT Number: 124114072
Company Registration Number: 3525786

Terms & Conditions

Alley's Tennis Court Bookings

Name of Policy	Terms & Conditions – Alley's Tennis Court Bookings
Reviewed by	Hannah Seppings
Date of review	July 2024
Date of next review	July 2025

Overview

These terms & conditions apply to all Tennis Court Bookings at Alley's School. Tennis Court Bookings are managed by Alley's School Enterprises Limited. This document should be read alongside the information provided on the course website and any other associated promotional material.

1. Introduction and definitions

- I. The term "Provider" denotes either Alley's School Enterprises Limited (ASEL) or Alley's School, including its assignees and any sub-contractors of ASEL or the School, as applicable.
- II. "School Staff" refers to any individual employed or subcontracted by the Provider, who oversees the management of the premises and equipment.
- III. The Provider and School Staff retain the right to revise or modify these Terms & Conditions at any time, with or without prior notice.
- IV. Should any disagreements or issues arise regarding the interpretation of these Terms & Conditions or any content within, the final decision rests with the Provider.
- V. Patrons must adhere to the usage protocols for School Facilities as stipulated on our website, these Terms & Conditions, and as instructed by School Staff.
- VI. The individual named in the reservation form is accountable for ensuring everyone entering the premises related to the booking complies with the guidelines on our website, these Terms & Conditions, and the advice of School Staff.

2. About Alley's School Enterprises Limited (ASEL) and contact details

Alley's Tennis Court Bookings are managed by and operated on behalf of Alley's School Enterprises Limited (ASEL) Company Number 03525786.

ASEL is the wholly owned trading subsidiary of Alley's School undertaking commercial trading activities that do not fall within the objects of the charity. Profits made by ASEL activities are donated to the School through Gift Aid.

- **Address:** Alley's School Enterprises Limited, Townley Road, London, SE22 8SU

- Tel: 020 8613 5027
 - Email: enterprises@alleyns.org.uk
 - Website: www.alleyns.org.uk
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3. Reservations and Court Use

- I. Alleyn's School fosters a relaxed, welcoming atmosphere and encourages good behaviour. Please refer to the school's Visions and Values through the website **here**.
 - II. All community members using the tennis courts are expected to be respectful and polite.
 - III. Unacceptable behaviour towards our staff will not be tolerated.
 - IV. Out of courtesy to our neighbours, please be respectful in your noise level. **Shouting, foul language and music is prohibited.**
 - V. We reserve the right to cancel or decline any future bookings if necessary.
 - VI. Reservations must be made ahead of time via the online system, Clubspark, and will be verified through an automated email.
 - VII. Full or partial payment is seen as consent to these Terms & Conditions.
 - VIII. Reservations will not be verified without receipt of full payment.
 - IX. Reservations may be made up to 14 days in advance.
 - X. Reservation durations are 1 hour.
 - XI. The standard rate for court reservations is £7.50 per hour, per court.
 - XII. We do not allow consecutive block reservations to ensure fair access to all community members. We retain the right to modify or cancel reservations as necessary.
 - XIII. Children under the age of 16 must be under the supervision of a responsible adult.
 - XIV. Private tennis coaching is prohibited.
 - XV. Upon arrival at the school premises and prior to your booking start time, please check in with a School Staff member at the Security Lodge, located near the senior school entrance on Townley Road.
 - XVI. During your visit for the booking, no other facilities or equipment can be used - this includes, but is not limited to, the playing fields, other sports facilities, or picnic benches.
 - XVII. Customers are to only use the designated temporary porter toilets, located next to the Astro court.
 - XVIII. Tennis courts cannot be sublet or reassigned to any other organisation or individual, or have any right or benefit under it sub-let, without the prior written consent of the Provider.
 - XIX. No more than 4 individuals per court are allowed during a booking unless the Provider has given prior written consent.
 - XX. School-authorized representatives shall always have unrestricted access to the facilities.
 - XXI. No dogs, except for service dogs, are permitted on the premises at any time.
 - XXII. Customers are strongly encouraged to use green travel means to arrive on site. Further information can be found within the **School's Travel Guide**.
 - XXIII. There are no parking facilities available on the premises.
 - XXIV. The tennis courts are accessible during the times reserved through the booking system. Please arrive no more than 5 minutes before your booking start time and ensure you have vacated the courts no later than your scheduled end-time.
 - XXV. Tennis Courts are reservable during the hours stipulated on the booking system, which are subject to change.
 - XXVI. Any damage caused to grounds, buildings, fixtures, furniture, or equipment belonging to the School in the opinion of the Provider, other than through fair wear and tear, will be repaired by the School and the cost will be met by the Patron.
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4. Cancellation and changes to reservations

Changes to bookings

- You can alter your booking dates without any charges if you notify us 24 hours in advance of your booking start time, provided there is availability. Changes can be made through the online booking system, Clubspark.
- Changes may not be possible with less than 24 hours' notice.

Cancellation by Participants

- A full refund will be provided if you cancel your booking at least 24 hours before the scheduled date. Please use the booking provider website to cancel bookings.
- If illness or injury prevents you from attending, you can amend your booking free of charge, subject to availability, by speaking to the ASEL Team on 020 8299 5027 as early as possible.
- No refund is available for cancellations made less than 24 hours in advance.
- Please allow up to 10 working days for refund processing.

Cancellation by Alleyn's

- In extraordinary circumstances, we may need to cancel a booking. In this case, we will aim to provide at least 7 days' notice and offer an alternative date if available. Alternatively, we can refund all paid amounts for the cancelled dates.
- The Provider and School Staff may terminate a booking instantly if any of the following conditions occur:
 - A breach of these Terms & Conditions.
 - If the Provider believes the School Facilities' usage might lead to a disturbance or be considered unsuitable.
 - If the lead contact or their guests bring alcohol, illegal drugs, or other prohibited substances onto the School premises.
 - If the School facilities are used for purposes other than recreational tennis.
 - If an event of force majeure happens with respect to the Provider.
 - In any other situation where the Provider believes it would harm the School, its students, or its reputation for the booking to take place or continue.

Other Costs and Expenses

- Please note other than in connection with the repayment of Fees in the circumstances set out above, Alleyn's is unable to offer reimbursement or compensation for any other costs or expenses incurred for any reason.

5. Weather

- I. Use of the court during adverse weather conditions is at the user's risk.
 - II. If bad weather prevents attendance but the courts remain open, no refund will be provided.
 - III. Should the courts close due to severe weather, we will offer a full refund or a credit for an alternate date.
 - IV. We aim to inform customers of necessary closures via email, text, or notification on the Alleyn's Enterprises website as quickly as possible.
 - V. Bad weather conditions are determined by an Amber or Red weather warning issued by the Met Office through local or national TV & Radio or via www.metoffice.gov.uk.
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6. General Assistance and First Aid

- I. If assistance is required during a booking, please contact the Duty Manager on mobile (07702 103 454) or locate a staff member at the Lodge near the senior school entrance on Townley Road.
 - II. For first aid, please reach out to on-site support through the Duty Manager's mobile.
 - III. In emergencies, call 999 immediately and inform School Staff for further support via the methods above.
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7. Allergens

- I. Alleyn's operates a site which is **completely free from nuts, sesame, and coconut** to ensure the safety of our pupils and visitors who suffer from severe allergies.
 - II. We ask that anyone visiting us adheres to these rules and does not bring in any food containing these allergens.
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8. Lost Property

- I. The Provider is not responsible for any lost, stolen, or damaged property.
 - II. Found lost property will be retained for one month.
 - III. To inquire about lost property, contact enterprises@alleyns.org.uk.
 - IV. Unclaimed lost property will be donated to charity after one month and will not be kept at the School.
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9. Equal Opportunities and Child Protection

- I. We enforce a zero-tolerance policy on discrimination or bullying.
 - II. Alleyn's School has statutory obligations regarding Safeguarding and Child Protection.
 - III. Any suspicion of child abuse or neglect will be investigated and reported to Alleyn's School or other relevant agencies.
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10. Alleyn's' Liability

- I. The School has arranged adequate public liability insurance to cover all legal liabilities for accidents causing injuries to individuals (including all participants in the activity for which the premises are being used).
 - II. The School, its governing body, employees, or agents shall not be liable for any costs, loss, damage, or injuries, fatal or otherwise, arising from the use of the School facilities unless due to deliberate default or negligence by the School, its employees, or agents.
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11. Feedback and Complaints

- I. We appreciate and value your feedback, which helps us improve our services.
- II. For concerns, speak initially to the Duty Manager (07702 103 454).
- III. If the issue remains unresolved, inform the ASEL Office, who will attempt to address it satisfactorily.
- IV. For formal complaints, email a detailed account to enterprises@alleyns.org.uk
- V. The Commercial Courses Co-ordinator will investigate your complaint, and the CFO and Co-Commercial Director will be informed of the problem and any actions taken.

- VI. If you are still dissatisfied, please contact the CFO's office at 0208 557 1451 or cfo@alleyns.org.uk. The CFO will investigate and provide a response as appropriate.
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12. Data Protection

- I. With your permission, we may contact you via email about our forthcoming services.
 - II. You can opt out of our mailing list when booking or at any subsequent point.
 - III. We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not share your personal information with any third-party individual, government agency, or company unless compelled to do so by law.
 - IV. The School's Privacy Notice is available [here](#).
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13. Visiting Alleyn's

While visiting the Alleyn's School premises, Participants must adhere to Alleyn's School [policies and procedures](#) including but not limited to those outlined below:

- CCTV Policy
- Data Protection Policies and Privacy Notices*
- Equality & Diversity Policy
- Health & Safety Policy
- Information Management and Information Technology (IT) Policies

These policies and procedures may be updated from time to time and the Participant is responsible for checking these regularly.

ENDS