

## **Recurring Court Booking FAQs**

### **What are your request periods and in what order are requests considered?**

Our court booking seasons are January-April\*, May-August and September-December\*.

Recurring court booking requests for full seasons will be considered first, followed by those with custom start and end dates.

\*For the 2024/25 In-Season, on a trial basis, we will accept requests for the entire period at once – ie. bookings beginning September 2024 and continuing through April 2025. If submitting this type of request, it must be for the same day and time through the entirety of the period; not changing half-way through. Monthly and seasonal payment plan options will be available.

Requests may be submitted at any time – even mid-season! Minimum 3 weeks' notice required for all requests and requests must be of at least 4 sessions. If you desire a booking on shorter notice, please use online booking available 7 days prior to your desired timeslot.

### **What happens if multiple requests for the same timeslot are received?**

As a publicly-funded centre, all community members should have equal opportunity to secure a booking on a particular day and time. With this, your confirmed timeslot may change season to season, regardless of whether or not you have had the same timeslot for seasons or years prior.

Within the fillable Recurring Court Booking Request Form, you may indicate first, second and third choices of start time. If multiple requests for the same timeslot are received, requests will be put to a lottery.

### **How many courts may be requested at one time?**

You may request up to the below number of courts at one time. Due to programs, dependent on the day and time, requests for more than 2 or 3 courts may not be possible. In the event of conflict with a program, Panorama staff will connect with you to confirm whether or not you wish to proceed with booking less courts than initially requested.

- Indoor tennis - Up to 4
- Outdoor tennis - Up to 2
- Squash - 1
- Racquetball, Wallyball - 1
- Table tennis – Up to 2 tables on 1 court

### **Does my request need to be weekly?**

No, though weekly requests take priority.

Recurring requests at any interval are welcome. The request must include at least 4 sessions.

### **What are 'blackout' periods and why are no recurring court bookings permitted during them?**

'Blackout' times are times during which a large amount of centre programming or club play is scheduled. Recurring court bookings will not be scheduled during these times. When time comes, any court time not needed will be made available for online booking within 7 days.

### **How long may each session be?**

- Indoor tennis - 1 or 1.5 hours
- Outdoor tennis – 1 or 1.5 hours
- Squash - 45 minutes or 1.5 hours
- Racquetball, Wallyball - 45 minutes or 1.5 hours
- Table tennis - 45 minutes or 1.5 hours

### **For indoor and outdoor tennis, may I request a specific court?**

No, though if you have a preference, please indicate it within the 'other comments' section and, if space allows, we will do our best to accommodate it.

### **For indoor tennis, what's considered prime time?**

- Prime time – Monday-Friday, 9am-1pm and 6-9pm
- Non-prime time – Before 9am
- Economy – Monday-Friday, 1-6pm and Weekends, all day

### **For squash, racquetball, wallyball and ping pong, what's considered prime time?**

- Prime time – Monday-Friday, 5:15-9pm
- Non-prime time – Monday-Friday, before 5:15pm and Weekends, all day

### **Cancellation/Credit Policy**

Ten days' notice is required for full ~~refund~~ or credit to account for cancellation of a specific day or days within your recurring court booking, the entirety of the booking or all remaining sessions of a booking. Refunds to credit card or credits on account will be provided upon request for amounts greater than \$100. Refunds of amounts greater than \$500 will be provided by cheque. Credits issued to account are not limited to court booking. They may be used towards any Panorama program or service.

Rain, Outdoor tennis courts: When it rains, or if the outdoor courts remain too wet from recent rain to play, if the indoor tennis courts are available, you may move inside at no additional charge but, may be bumped by a group who has paid for indoor time. If you would like to ensure the indoor courts are yours and that you will not be bumped, please book and pay for the indoor time. Your outdoor court booking may be refunded/credited after the fact. Please contact Panorama for assistance with this. If you would prefer to fully cancel the session for the day rather than moving inside, please contact Panorama. A credit will be issued.

Environment Canada Weather/Condition Advisories, Outdoor tennis courts: In circumstances of extreme weather or other environmental conditions that outdoor recreation is not advisable in, the same 'rain' policy as noted above will apply.

### **Contract**

Once your recurring court booking has been confirmed, a facility booking agreement will be generated. The agreement will be emailed to you and must be reviewed, signed and returned at least two weeks before the first session of your recurring booking. Bookings without a signed agreement will be forfeit. A hard copy of your contract can be made available for signing upon request. Facility Rental Conditions of Use may be previewed on the Book a Court section of our website.

### **Payment**

Payment will be due 2 weeks before the first session of your recurring booking. Payment may be completed online via your Panorama Recreation account, or via credit card, debit, cash or cheque with Panorama Recreation Reception. Unpaid bookings will be forfeited.

### **Monthly & Seasonal Payment Plans**

Monthly payment plans are available upon request for bookings with a value of \$500 or more. Seasonal payment plans are available for bookings spanning full fall/winter in-seasons.

If you would like either, should the minimum value be met, please indicate so within the fillable Recurring Court Booking Request Form at the time of submitting your request.

By default, payments will be scheduled to automatically charge a default credit card on account the day each invoice comes due. If you would prefer to complete payment via a different means, please settle-up invoices with Reception before each due date.

2024-06-24