

# —FINNS— TENNIS BOOKING POLICY

## PLATINUM, LIFESTYLE & ESCAPE MEMBERS

### Free Court Hire:

- Book up to 6 days in advance.
- Maximum active bookings allowed at any one time: Platinum (5), Lifestyle (3).
- Maximum 2 hours/day. Additional hours IDR 150,000 nett/hour
- Maximum of 8 balls allowed on the court.

### Lessons or Hitting Sessions:

- Book up to 10 days in advance - payment required in advance.

### Block Booking (Lessons and Hitting Sessions only):

- Block book a minimum of 5 lessons to secure a desired day/time.
- Renew another 5 lessons 10 days before the last booking to keep the schedule rolling.

Member card is required for all bookings.

Bookings can be cancelled anytime due to company or private events. Notice will be given in advance and alternative schedules will be provided.

## NON-MEMBERS & VIP GUEST MEMBERS

### Court Hire:

- Book up to 6 days in advance - payment required in advance.
- IDR 300,000/hour (includes 2 racquets + 4 balls rental\*).
- \*Security deposit required.
- Maximum of 8 balls allowed on court.

### Lessons or Hitting Sessions:

- Book up to 10 days in advance - payment required in advance.

### Block Booking:

- Block book a minimum of 5 lessons to secure a desired day/time.
- Renew another 5 lessons 10 days before the last booking to keep the schedule rolling.

### Court Usage Fee:

- IDR 100,000 (when accompanied by a member).

Bookings can be cancelled anytime due to company or private events. Notice will be given in advance and alternative schedules will be provided.

## PROCEDURE FOR ALL BOOKINGS

- In person, by phone call or email/WhatsApp confirmed by reception:

WhatsApp: +62 877 4335 7309

Email: [tennisreception@finnsrecclub.com](mailto:tennisreception@finnsrecclub.com)

- Please have your member card ID ready.

### Waiting List

- If the desired time is fully booked, please ask to be put on the waiting list.
- Tennis Reception will offer booking opportunities to the waiting list accordingly.

### Rentals

- Racquet - IDR 50,000/hour.
- 6 balls - IDR 40,000/hour.
- \*Security deposit required.

- All prices are nett including government tax and service charge.
- No freelance coaching permitted under any circumstances.
- Bookings can be cancelled anytime due to company or private events. Notice will be given in advance and alternative schedules will be provided.

## CANCELANATION & RESCHEDULING POLICY

### Members

- Cancel or reschedule up to 12 hours before booking to avoid penalty.
- Cancellations or rescheduling can be made by walk in, phone call, email or WhatsApp.
- Courts canceled or rescheduled within 12 and 2 hours prior to the booking will result in 50% court cost charge IDR 150,000/hour.
- Courts canceled or rescheduled within 2 hours or no-shows will be charged in full (IDR 300,000/hour).
- Lessons or hitting sessions canceled or rescheduled within 12 hours will be charged in full.
- Coaching/hitting sessions that are canceled cannot be rebooked for court hire.
- If the cancellation is due to sickness or injury, a doctor's certificate must be provided to the Tennis Reception within 48 hours of the booking to avoid the penalty.

### Non-Members & VIP Guest Members

- **Booking of courts is non-refundable.**
- **Cancel up to 12 hours before booking and rebook court up to 5 days in advance.**
- **Court cancellations made within 12 hours or no shows will result in full charge.**
- **Lessons or hitting sessions canceled within 12 hours will result in full charge.**

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