

GUIDELINES FOR REFUND OF FEES AND CHARGES FOR HKTA TENNIS CENTRE

Criteria on Refund of Fees and Charges

Refund should only be made with sufficient grounds and supporting document. Applications for refund of fees and charges will normally be considered under the following circumstances.

Circumstances relating to Refund of Fees for the use of tennis courts at the Tennis Training Centre:

- (I) Refund arrangement for individual bookings / block bookings by organizations
 - (a) Full Refund
 - (i) Venue closure as a result of inclement weather;
 - (ii) Venue closure due to urgent maintenance;
 - (iii) Double booking;
 - (iv) Other justifiable reasons considered acceptable by the appropriate approving Hong Kong Tennis Association (HKTA) officer under the following circumstances:-
 - Closure of facilities or when facilities are not suitable for use;
 - Red or Black Rainstorm Warning Signal issued;
 - Typhoon Signal No.3 or above issued;
 - Air Pollution Index or the predicted Air Pollution Index in the district where the outdoor facilities located is 200 or above;
 - (b) Refund of 50% of fees will be given if due to inclement weather play is less than 30 minutes from the start of booking time.
 - (c) No refund of fees if due to inclement weather and play is more than 30 minutes from the start of booking time.

(II) Refund arrangement for schools

Refund of fees should be arranged for schools under the following circumstances:-

- (a) Closure of facilities or when facilities are not suitable for use;
- (b) Closure of school announced by the Education and Manpower Bureau;
- (c) Red or Black Rainstorm Warning Signal issued;
- (d) Typhoon Signal No.3 or above issued;
- (e) Air Pollution Index or the predicted Air Pollution Index in the district where the outdoor facilities located is 200 or above.
- (f) Serious flooding in the district where the school or the Kowloon Tsai Tennis Training Centre located;

* HKTA reserves the right to amend the booking procedures at any time without prior notice.