



HILLS ROAD SPORTS & TENNIS CENTRE

Terms & Conditions

Memberships, Payments, Bookings, Activities & Courses

It is important you read and understand the following BEFORE you take up or restart membership, or book activities and courses at our sports centre.

Membership & Membership Fee Payment

Direct Debit Gym Membership is based on a monthly subscription to the Hills Road Gym, where payments will continue to be collected on or after the 1st of the month until you decide to end the membership. Fees are not refundable or transferrable. You must be aged 16+ years of age to use the gym.

1. Cancelling Gym Direct Debit Membership – we are always sorry to see any members leave us, but we have made the cancellation process easy. Simply inform the Centre of your decision to and then cancel your Direct Debit with your bank at least 5 working days before your next payment is due (usually the 1st of each month). Failure to provide appropriate notice may result in additional fees.

2. Centre Membership is an optional annual payment giving you the benefits of 7 days advance booking (subject to availability) plus 25% discount on Sports and Tennis Centre facilities including Hills Road Gym.

3. Non-members are able to book the facilities up to 5 days in advance.

4. A "new member" is someone who has not held a membership in the past 6 months. If you cancel a membership and sign up again as a new member within 6 months, any new member offers/discounts will not apply and you may be charged the daily rate for any free or discounted days that were automatically applied when signing up online.

5. We reserve the right to review prices annually. The paying member will be given at least 14 days' notice of any proposed price change and have the right to cancel using the cancellation procedure, failing which any change will be deemed to have been accepted.

6. Keeping your contact details up to date is important to enable us to notify you of any changes to our service including sudden changes to opening hours, class cancellations etc. You can update your contact details with the My Account button in our mobile app or using our booking website.

7. We may ask to take your photo to prevent unauthorised use of your membership and access to your information.

8. Please present your membership card when visiting the venue. This helps us serve you quickly. Membership cards are not transferable and there may be a charge for replacement.

9. The Centre Manager reserves the right to refuse or revoke membership.

Bookings, Activities & Courses

11. Before taking part in activities customers should read the Health Declaration Statement, which is displayed in our app, on our website and in our Sports & Tennis Centre.

12. Locker, Changing and Showering Facilities may not always be available, you may be notified to come dressed for your activity with minimal belongings.

13. Access to activities requires you to pre-book and pay online, via the app or over the phone.

14. Login credentials and codes for booking are non-transferable and sharing these will result in cancellation of membership without refund.

15. Casual bookings - payment is due at the point of booking. A minimum of 48 hours notice to cancel casual bookings is required or no refund will be given (this is applicable to both members and non-members).

16. Courses are non-refundable and non-transferable after purchase, unless we are presented with a valid medical certificate declaring the participant unfit to attend.

17. Playing Standard Requirements for Tennis Courses. The courses are designed for specific proficiency levels, and if the coach determines that a participant has not met the required level, they will be requested to switch to a different course. If no alternative course is available, a full refund will be issued.

18. Cricket Bowling Machines can only be operated by individuals who are 18 years or older. The use of these machines is at the customer's own risk. If you are using the machine for the first time, please request instructions on their safe use. It is mandatory for the batter on the receiving end to wear full safety equipment while using the machine.

19. Booking and activity times include the time required to prepare and dismantle any equipment required. Please arrive in good time as our centre can be busy.

20. Block bookings are available for some facilities at the Centre. Please enquire at STCEnquiries@hillsroadsportscentre.co.uk for further details (separate terms & conditions apply).

21. Freelance Coaches seeking to hire the facilities at Hills Road Sports and Tennis Centre for coaching purposes MUST obtain prior approval from the Sports Centre Manager or Assistant Manager.

Pricing & Discounts

22. You may be asked to prove entitlement to concession discount at any time and at least annually.

23. Where an activity price is already discounted, no further discount applies.

24. Off-peak prices are only available for indoor tennis courts.

Child Supervision at the Centre

25. Children under the age of 12 must not be left unattended at the Centre.

26. Parental or carer supervision is required for children under the age of 12 while at the Centre.

27. If a child under the age of 12 is attending a supervised activity at the Centre, they must be dropped off and collected by their parent or carer directly to and from the leaders of that activity.

28. Parents and carers are responsible for ensuring their children's safety and well-being during their time at the Centre.

29. The Centre reserves the right to refuse entry or participation in any activity for children who do not comply with these rules.

30. The safety and security of all children at the Centre are of utmost importance, and these rules are in place to help protect and safeguard their well-being.

General Terms & Conditions

31. All users of the Centre should familiarise themselves with the Sports and Tennis Centre [policies as shown on our website >>](#)

32. Hills Road Sports and Tennis Centre does not accept responsibility for any loss, damage or injuries to persons participating in any activity in or on the facilities.

33. Hills Road Sports and Tennis Centre reserves the right to amend these terms and conditions at any time, publishing the latest version on our website & app.

34. Appropriate equipment and clothing must be worn for your activity. Helmets, pads, gloves etc for using the cricket nets. Helmets are mandatory for under 18s. Suitable non-marking footwear to be worn for all indoor activities on tennis courts, sports hall, and squash court.

35. If you notice any faulty equipment within the Sports Centre please report it immediately to a member of staff.

Hills Road Sports and Tennis Centre is the operating name of Cantabrigian Ltd, a limited company, registered in England and Wales with registration number 3039379 with its Registered Office at Hills Road Sixth Form College, Purbeck Road, Cambridge, CB2 8PE