

Court&Culture.

STANDARD COURT BOOKING TERMS AND CONDITIONS

COURT BOOKING

1. Bookings are on a first-come, first-served basis. New time slots will be released every Thursday at 1pm via Taikoo Place App.
2. It is recommended to have 2-8 players per session. Participation is limited to individuals aged 12 years or above.
3. A refundable deposit of HK\$250 is required for court bookings. Refunds will be arranged within 14 working days upon showing up at the court, except for absences due to adverse weather or court maintenance.
4. Arrive 10 - 15 minutes before your scheduled session. Players must arrive within the first 15 minutes of their booked session to secure the court. In the event of late arrival, Swire Properties has the discretion to release the court to other participants. Late arrival or no-show will result in session release and non-refund of the deposit.
5. Mandatory check-in at the padel court. Players must sign the event waiver form and present the QR code in Taikoo Place App for verification.
6. Proper sports attire is required for entry to ensure safety. Swire Properties reserves the right to refuse entry to any participant who is not wearing appropriate sports attire.
7. Refunds are available for cancellations made at least 48 hours before the scheduled booking time, as well as for cancellations due to adverse weather conditions. Refunds will be processed within 14 working days for eligible cancellations.
8. Swire Properties shall not be responsible for any damages, losses, or injuries resulting from circumstances beyond its reasonable control, including but not limited to acts of nature, accidents, or unforeseen events.
9. Photographs and/or video recording will be taken at the padel session, which may include your photographs, and may be used in printed publications and/or website(s) of Swire Properties and/or shared with press for publication without accompanying identifying information.
10. Any violation of stipulations may result in suspension of court access and booking system without refund.
11. Swire Properties' decision is final in case of disputes.

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INCLEMENT WEATHER ARRANGEMENTS

1. The padel court will be affected under the following conditions. Affected participants will be notified via WhatsApp or phone at least 30 minutes before their scheduled booking:
 - a. If Typhoon Signal No. 3 or above, or a Red/Black Rainstorm Warning is in effect at 9am on the event day, or announced as imminent by the Hong Kong Observatory, the court will be closed for the entire day.
 - b. If an Amber Rainstorm Warning or Thunderstorm Warning is in effect at 9am, the court may be temporarily suspended based on onsite conditions.
 - c. The court may also close due to unsafe weather, operational concerns, or at the discretion of Swire Properties and its onsite team.
 - d. If no notification is received within this timeframe, participants may assume their booking will proceed as scheduled
2. During closures, all activities, events, and bookings will be cancelled, and refund of deposit will be arranged within 14 working days.
3. Swire Properties has the final authority to make decisions regarding all matters related to inclement weather arrangements in case of disputes.

For any enquiry, please contact us at taikooplace@swireproperties.com

預訂標準板式網球場的條款及細則

預訂球場

1. 所有場地預約都以先到先得的原則進行。每週四的下午 1 時將透過 Taikoo Place App 公布最新時段開放予公眾預訂。
2. 每個時段建議有 2 至 8 名參加者參與活動。參加者必須年滿 12 歲或以上。
3. 預訂球場時，參加者需繳付港幣 250 元的可退還按金。太古地產將於出席已預約的活動時段後的 14 個工作天內安排退還按金予參加者。除因太古地產取消活動（如惡劣天氣影響或場地維修保養等等），否則任何原因的缺席都不會獲得發還按金。
4. 參加者必須在預訂時間的 10 至 15 分鐘前到達場地。參加者必須在預訂場次的首 15 分鐘內到達場地以確保場地使用權，否則太古地產有權決定將場地開放予其他參加者使用。如參加者遲到或缺席，太古地產有權將相關時段開放予其他參加者使用，並且不會退還已付按金。
5. 活動開始前參加者必須在板式網球場報到，所有參加者必須在簽署活動免責聲明後才能進行活動。於簽到時，參加者須出示太古坊手機應用程式中的二維碼以供核實。
6. 請穿著運動服到場，基於安全起見，太古地產保留拒絕任何未穿著適當運動服裝的參加者進入場地的權利。
7. 參加者可以在預訂時間 48 小時前更改預約，除非因太古地產取消活動（例如因惡劣天氣或場地維修等原因），否則任何原因的缺席將不予退還按金。太古地產將在 14 個工作日內處理符合退款條件的預訂。
8. 太古地產將不對超出其合理控制範圍的情況負責，包括但不限於自然災害、意外事故或不可預見事件所導致的任何損害、損失或傷害。
9. 在活動進行期間，太古地產會拍攝照片和/或視頻錄像。這些素材可能會用於太古地產的印刷出版物及 / 或網站，並可能在未附帶個人識別資訊的情況下提供予媒體刊登。
10. 如參加者違反以上的任何規則，太古地產可保留立即暫停參加者進入球場和預約場地的權利，並且不會退還已付的按金。
11. 如遇任何爭議，太古地產保留所有最終決定權。

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惡劣天氣安排

1. 板式網球場將在以下情況下受影響。受影響的參加者將於其預約時間前至少 **30** 分鐘透過 WhatsApp 或電話獲得通知：
 - a. 如在活動當日上午 **9** 時，天文台發出或預告即將發出三號或以上颱風訊號、紅色或黑色暴雨警告，球場將全日關閉。
 - b. 如在上午 **9** 時 發出 黃色暴雨警告 或 雷暴警告，球場可能會根據現場情況暫停開放。
 - c. 球場亦可能因天氣不穩、營運考慮，或由太古地產及其現場團隊酌情決定而關閉。
 - d. 如在上述時間內未收到通知，參加者可視為其預約將如常進行。
2. 如球場關閉，所有活動、預約及訂場將被取消，並於 **14** 個工作天內安排退還按金。
3. 如有任何爭議，太古地產保留就惡劣天氣安排作出 最終決定權。

如有任何查詢，請與我們透過電郵聯絡: taikooplace@swireproperties.com