

Adult Tennis

MEMBERSHIP FORM



matchpoint
TENNIS AUSTRALIA

Joyner Circuit, North Lakes, QLD, 4509

0422 859 565

www.matchpoint.net.au

info@matchpoint.net.au

A

PERSONAL INFORMATION

Full Name:

Gender: ☐ Male ☐ Female

Date Of Birth:
D D M M Y Y

Mobile:

Email:

Address:

Suburb: Postcode:

Occupation:

Family Membership Details:

Adult 2 Name: Gender: ☐ Date Of Birth:

Child 1 Name: Gender: ☐ Date Of Birth:

Child 2 Name: Gender: ☐ Date Of Birth:

Child 3 Name: Gender: ☐ Date Of Birth:

Emergency Contact Name: Relationship:

Emergency Contact Number:

Medical Information:

B

SELECT YOUR MEMBERSHIP

Individual Membership : ☐ 12 Month Minimum (\$39.95/Fortnight)

☐ Flexi (\$44.95/Fortnight)

Family Membership : ☐ 12 Month Minimum (\$59.95/Fortnight)

☐ Flexi (\$64.95/Fortnight)

Declaration & Consent

By signing below, I confirm that the information provided is accurate. I understand and agree to abide by the terms and conditions of Matchpoint Tennis memberships.

Signature:

Date:
D D M M Y Y

Welcome to Matchpoint Tennis!

MEMBERSHIPS: TERMS & CONDITIONS



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These Terms and Conditions form a legally binding agreement between the Member ("You", "the Member") and Matchpoint Tennis Australia ("Matchpoint", "We", "Us"). By completing the Membership Registration Form and/or making payment, you agree to be bound by the terms outlined below.

1. MEMBERSHIP BENEFITS

- 1.1. The benefits associated with your membership type are detailed in Matchpoint's published Membership Options, which may be updated from time to time.
- 1.2. Membership benefits are non-transferable and may only be accessed by the registered Member(s).
- 1.3. All benefits are subject to reasonable availability, scheduling, and weather conditions.

2. MEMBERSHIP CATEGORIES & COMMITMENTS

- 2.1. 12-Month Membership
 - Requires a minimum commitment of twelve (12) months from the date of commencement.
 - Payments are made fortnightly.
 - Early termination is not permitted unless approved under exceptional circumstances. If terminated early, a one-off Early Exit Fee of \$150 applies.
- 2.2. Flexi Membership
 - May be cancelled with four (4) weeks' written notice, emailed to info@matchpoint.net.au.
 - No fixed-term commitment applies.
- 2.3. For Family Memberships, all members must reside at the same address. Additional verification may be requested.

3. PAYMENT TERMS

- 3.1. All membership payments must be made via the approved payment method and will be processed on a fortnightly basis.
- 3.2. It is the Member's responsibility to ensure sufficient funds are available at the time of payment.
- 3.3. Matchpoint reserves the right to suspend access to membership benefits in the event of failed or overdue payments.

4. COURT HIRE & FACILITIES ACCESS

- 4.1. Members are entitled to book up to 1.5 hours of court time per day, subject to availability.
- 4.2. Court bookings may be made no more than seven (7) days in advance and must be completed online through Matchpoint's official court-booking system. Bookings cannot be reserved by phone, email or through staff, except where staff are assisting with a technical issue.
- 4.3. All bookings must be made under the name/account of the registered Member who will be using the court. The booking Member must be present for the duration of the booking.
- 4.4. Consecutive bookings using multiple Member accounts for the same playing group to extend court use beyond the daily allowance are not permitted. Matchpoint may cancel bookings or restrict booking privileges where these conditions are not followed.
- 4.5. Members must vacate the court promptly at the end of their booking and leave the court and surrounding area clean, tidy and free of rubbish or equipment.
- 4.6. Guest fees apply to non-members using courts under a Member's booking. The Member is responsible for ensuring all applicable guest fees are paid prior to play. Failure to do so may result in suspension or restriction of court-booking privileges.
- 4.7. Court access and use remain subject to Matchpoint Tennis Australia's venue rules, operating requirements and any facility-specific conditions communicated to Members from time to time.

Initial:

Date:

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5. CONDUCT & BEHAVIOUR

5.1. Members and/or their guests are expected to behave in a respectful and courteous manner towards staff, other members, and visitors.

5.2. Any behaviour by members and/or their guests deemed abusive, aggressive, discriminatory, or otherwise inappropriate may result in immediate suspension or termination of membership at Matchpoint's discretion.

5.3. Members and/or their guests must comply with all Matchpoint policies, including health, safety, and facility-specific rules.

5.4. Coaching by any person who is not a Matchpoint Tennis Australia authorised coach is strictly prohibited at all Matchpoint venues. This includes paid or unpaid instruction, private lessons, or organised coaching sessions conducted by individuals not employed or endorsed by Matchpoint.

6. HEALTH & LIABILITY

6.1. You acknowledge that tennis and related physical activities carry inherent risks.

6.2. By participating, you do so at your own risk and release Matchpoint, its employees, agents, and contractors from any liability for personal injury, loss, or damage arising from your participation, to the extent permitted by law.

6.3. You agree to notify Matchpoint of any relevant medical conditions or limitations prior to participation.

7. SUSPENSION & TERMINATION

7.1. Matchpoint reserves the right to suspend or terminate a membership if:

- a) You breach any part of these Terms;
- b) Your behaviour negatively impacts staff or other members;
- c) Payments are consistently missed or refused.

7.2. Suspended or terminated members are not entitled to a refund unless otherwise required by law.

8. CHANGES TO TERMS

8.1. Matchpoint may vary these Terms and Conditions at any time by providing at least 14 days' notice via email and/or publication on our website.

8.2. Continued use of membership benefits after the notice period will constitute acceptance of the updated terms.

9. CONTACT

All notices, cancellations or questions regarding your membership must be directed to:

✉ Email: info@matchpoint.net.au

Member Acknowledgement

By signing below, I confirm that I have read, understood, and agree to the Terms and Conditions of Membership outlined by Matchpoint Tennis Australia.

Name: Signature: Date:

FREQUENTLY ASKED QUESTIONS



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Welcome to the Matchpoint community!
We are so happy to have you a part of our tennis family!
Here are answers to some of our most frequently asked questions to help you make the most of your membership.

HOW DO I BOOK INTO ADULT CLASSES & SOCIALS?

All Adult Group Classes and Social Tennis Sessions are managed through the OpenSports App.

Step-by-Step Guide:

1. Download the OpenSports App from your mobile device's app store.
2. Create your user profile.
3. Search for and follow one or both of the following groups: - "Matchpoint North Lakes Tennis & Pickleball" - "Matchpoint Kelvin Grove Tennis & Pickleball"
4. Once you are part of a group, go to the "Events" section to: - View upcoming classes and social sessions - Check how many spots are available - Book yourself (and guests, if applicable) into sessions
5. Make payment directly through the app to secure your spot.

✓ You're all booked in!

Cancellations: - If a session is cancelled by Matchpoint, OpenSports will automatically notify you via email and issue a refund directly through the app. - If you need to cancel your booking, you can do so via the app with a minimum of 2 hours' notice to receive a full refund. - Cancellations made within 2 hours of the session start time are non-refundable.

HOW DO I HIRE A COURT? (NORTH LAKES & FERNY HILLS)

All court bookings must be completed online through the Matchpoint Tennis website.

1. Visit www.matchpoint.net.au/court-hire/ and select your venue, date and available time.
2. Members may book courts up to seven (7) days in advance.
3. Court availability is displayed in real time through the online booking system.
4. Complete the booking online under the name/account of the Member who will be using the court.
5. Once confirmed, you will receive an automatic confirmation email.

Please note: Court bookings cannot be reserved by phone, email or through Matchpoint staff, except where staff are assisting with a technical issue affecting the online booking system. Members may book a maximum of 1.5 hours of court time per day. Consecutive bookings made through multiple Member accounts for the same playing group are not permitted.

Access outside staffed hours: Where access instructions are required, please follow the information provided with your booking confirmation. Ensure all gates are secured after use and leave the courts tidy and free of rubbish or equipment.

Guest Policy: If you are bringing a guest who is not a Member, please ensure the \$5 guest fee is paid prior to play. Payment can be made in person at North Lakes, or by contacting info@matchpoint.net.au to organise payment.

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WHAT IF I NEED/WANT A RESTRING?

As a general guideline:

👉 You should restring your racquet as many times per year as you play per week. (e.g., If you play 3 times a week, restring 3 times per year.)

At Matchpoint, your racquet is in the hands of Australia's elite:

- 🏆 Anthony and Greg are not just your everyday stringers – they are official racquet technicians for the Brisbane International, trusted to prepare racquets for some of the world's top professional players.
- 🏆 They hold internationally recognised racquet stringing certifications, a distinction achieved by only a select few in the country.
- 🎯 Looking for the perfect feel? Anthony offers premium racquet customisation, expertly balancing and matching your racquets so they feel identical in your hand – a service typically reserved for touring professionals.

This level of expertise is a rare and exclusive benefit for Matchpoint members.

To organise a restring:

- North Lakes: Visit the pro shop during staffed hours and our team will help you organise your restring. (🔥 Turnaround time is usually 48 hours unless otherwise advised.)
- Kelvin Grove: Chat directly with Greg – he'll sort you and your racquet out!

RACQUETS, RACQUETS AND MORE RACQUETS!

Looking for your next racquet? We've got you covered!

- 🏆 Matchpoint stocks the entire Wilson racquet range along with a hand-picked selection of top models from the best brands in tennis.
- 🛍️ You can browse and purchase racquets in person at our North Lakes Pro Shop during staffed hours.
- 🔥 Members receive a massive 25% discount on racquets (excluding sale items) – so if you've been thinking about an upgrade, now's the time to treat yourself!

OTHER

🚻 Toilets at North Lakes are available only during staffed pro shop hours. Unfortunately, outside of these hours, toilet access is not available.

🚪 When open, toilets can be accessed through the large gate into the school grounds and to the right as you enter the venue.

🏆 Equipment hire is only available during pro shop hours (which vary over school holidays). This includes racquet hire, any pickleball equipment hire and use of demo racquets.

We hope you love it here as much as we do!

If you have any other questions, we are more than happy to help!

✉ info@matchpoint.net.au

☎ 0422 859 565

FAQs: Page 2 of 2

Welcome to Matchpoint Tennis!



ACN 096 902 813 | Authorised Representative under AFSL 315388

DIRECT DEBIT REQUEST

PH: 0422859565
ABN/ACN: 96 139 219 373

NEW CUSTOMER FORM

YOUR DETAILS		Please complete this form using a BLACK PEN. * Indicates a MANDATORY FIELD	
Business:	MATCHPOINT TENNIS AUSTRALIA PTY LTD	ABN/ACN: 96 139 219 373	100-336-567
Customer Reference:			
* Surname:		* Given Name:	
* Mobile #:			
* Email:			
* Address:			
* Suburb:		* State:	
		* Postcode:	

DEBIT ARRANGEMENT		Including details and associated fees/charges detailed below and/or the total amount for this and as per any other subsequent agreements or amendments between me/us and the Business and/or Ezidebit																
☐ Once Only Debit	On Date:	[]	[]	/	[]	[]	/	[]	[]	Debit this amount: \$	[]	[]	[]	[]	[]	[]	[]	[]
		D	D		M	M		Y	Y									
☒ Regular Debits	Starting on Date:	[]	[]	/	[]	[]	/	[]	[]	Debit this amount: \$	[]	[]	[]	[]	[]	[]	[]	[]
		D	D		M	M		Y	Y									
Frequency:																		
	☐ Weekly ☒ Fortnightly ☐ Monthly ☐ 4 Weekly																	
Duration:																		
	☒ Continue regular debits until further notice (Minimum of [] [] [] debits)																	
Administration Fee(once only) up to: Paid By Business		Bank Account Transaction Fee: Paid By Business					Credit Card Transaction Fee: VISA/Mastercard: Paid By Business AMEX/Diners: 4.40% (Min \$1.14)					Failed Payment Fee: \$21.90						

[illegible]

The Authorisation in this Request remains in force in accordance with the terms and conditions of the DDR Service Agreement (Ver 1.13). I/We have read, understand and agree to the same. I/We declare that the information in this Request is true and correct. I/We acknowledge that my/our personal information will be collected, used, held and disclosed in accordance with the Ezidebit Privacy Policy found at www.ezidebit.com/au/privacy-policy/

Signature(s) of Account Holder: _____ Date: / /

DDR Service Agreement (Ver 1.13)

DDR Service Agreement (Ver 1.13)



Ezidebit Pty Ltd ACN 096 902 813 | Authorised Representative under AFSL 315388

DDR SERVICE AGREEMENT (Ver 1.13)

DDR Service Agreement (Ver 1.13)

Please retain a copy for your records. This Direct Debit Request Service Agreement (**Agreement**) forms part of the terms and conditions of your Direct Debit Request (**DDR**).

Debiting Your Account

1. By agreeing to the DDR you authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 342190, 342191, 428198) (referred to as **Ezidebit**) to make debits to your nominated account.
2. The debit will be processed on the next business day after the direct debit date if:
 - (a) a payment request is received by Ezidebit after Ezidebit's usual cut off time, being 3:00pm Qld time, Monday to Friday;
 - (b) there is a public or bank holiday on the day when the debit transaction is due to be processed or on any of the following days until the debit is processed.
3. You authorise Ezidebit to attempt to re-debit any unsuccessful payments. You will also be responsible for any fees and charges applied by your financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.
4. Ezidebit may charge you certain fees (including setup, variation, SMS or processing fees) where applicable under your debit arrangement.

Your Responsibilities

5. It is your responsibility to:
 - (a) Ensure that your nominated account can accept direct debits;
 - (b) Ensure that the details on the DDR are correct, and the bank account has been verified against a recent bank statement;
 - (c) Ensure that all authorised signatories nominated on the financial institution account to be debited authorise the DDR;
 - (d) Ensure that there are sufficient cleared funds in the nominated account, as a failed payment fee may be charged by Ezidebit if a debit is returned by your financial institution as unpaid;
 - (e) Advise immediately if the nominated account is transferred or closed or your account details change;
 - (f) Arrange a suitable payment method if Ezidebit or the Business cancels the drawing arrangements.

Cancelling or Changing Direct Debits

6. Subject to the terms and conditions of your agreement with the Business, you may cancel, alter or defer the debit arrangement by contacting the Business a reasonable time before the date that the drawing is to be made. If the stop or cancellation is a result of the Debit User's variation to the terms, no penalty should be imposed.
7. You authorised Ezidebit to vary the amount of the payments from time to time upon receiving instructions from the Business of a variation provided for within your agreement with the Business. In all other cases, changes to the amounts or dates of a series of direct debits require 30 days' prior notice.
8. If you believe that there has been an error in debiting your account, you should notify the Business as soon as possible. The Business will notify you of its determination and the amount of any adjustment that will be made to your nominated account (if any). Upon receiving instructions from the Business, Ezidebit will arrange for your financial institution to adjust your nominated account by the applicable amount (if any). Alternatively, you can also contact your financial institution.
9. You agree that Ezidebit will not be liable for any disputed transactions resulting from the supply or non-supply of goods and/or services by the Business and that all disputes will be directed to the Business (as Ezidebit is acting only as an agent for the Business).

Confidentiality

10. We will keep your account details and direct debit records confidential in accordance with Ezidebit's [Privacy Policy](#), except where the disclosure of certain information to your financial institution is necessary to enable us to act in accordance with your drawing arrangements. We may disclose the information in the event of an alleged incorrect or wrongful debit, in relation to a claim, or otherwise as required by law.

Contact

If you wish to contact Ezidebit about anything relating to this Agreement, you should contact:

Ezidebit
PO Box 3327, Newstead, QLD 4006
Ph: 1300 763 256 Email: support@ezidebit.com.au
<https://www.ezidebit.com/en-au/contact>