

MATCH POINT CEBU

Terms & Conditions, Court Rules & Player Etiquette

BOOKING TERMS & CONDITIONS

1. Payment Policy

- Full payment is required to secure all court reservations.
 - All payments are NON-REFUNDABLE under all circumstances, including but not limited to:
 - No-shows
 - Late arrivals
 - Heavy traffic
 - Bad weather
 - Changes in personal schedules
 - Work or school conflicts
 - Group cancellations
 - Illness
 - Transportation issues
 - Failure of teammates or opponents to attend
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2. Booking Confirmation

- A booking is only considered confirmed once full payment has been received.
 - Court reservations are strictly on a first-paid, first-served basis.
 - Unpaid reservations may be released without prior notice.
 - Management reserves the right to refuse or cancel reservations that violate these Terms & Conditions.
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3. Rescheduling Policy

Bookings may only be rescheduled under the following conditions:

- Requests must be made at least **24 HOURS** before the scheduled booking.
- Each booking is allowed a maximum of **ONE (1)** reschedule only.
- Rescheduling is subject to court availability.
- Rescheduled bookings cannot be refunded.

The following are **NOT allowed**:

- Rescheduling within 24 hours of the booking.
- Same-day booking changes.

- Changes to court assignment within 24 hours.
 - Multiple reschedules for the same booking.
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4. Same-Day Bookings

- All same-day bookings are FINAL.
- No changes to the booked time slot will be permitted.
- Customers are responsible for coordinating with their entire group before confirming a booking.

Please consider:

- Traffic
- Travel time
- Work schedules
- School schedules
- Possible delays

before selecting your playing time.

5. Late Arrival

- Your reserved time begins and ends according to your scheduled booking.
 - Late arrivals do not extend the reservation.
 - The booking will end at its originally scheduled time regardless of arrival time.
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6. No-Shows

Failure to arrive for your reservation will be considered a No-Show.

No-shows:

- Forfeit the entire booking.
 - Are not eligible for refunds.
 - Are not eligible for rescheduling.
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7. Court Availability

Management reserves the right to:

- Transfer bookings to another court of equal standard if necessary.
- Adjust court assignments due to maintenance, tournaments, special events, or operational requirements.

8. Force Majeure

Match Point shall not be liable for interruptions or cancellations caused by events beyond its reasonable control, including but not limited to:

- Natural disasters
- Government restrictions
- Power interruptions
- Fire
- Flood
- Earthquake
- Public emergencies
- Acts of God

Management will determine any accommodation, if applicable.

9. Facility Closure

Management reserves the right to temporarily close courts for:

- Maintenance
- Safety concerns
- Repairs
- Tournaments
- Private events

Affected customers will be informed whenever reasonably possible.

10. Personal Belongings

Players are responsible for their own belongings.

Match Point shall not be liable for:

- Lost items
- Theft
- Damage to personal property

Please keep valuables with you at all times. Lockers are available at the facility to secure your belongings

11. Right to Refuse Service

Management reserves the right to refuse entry or remove any person who:

- Violates facility rules
- Behaves aggressively
- Uses abusive language
- Harasses staff or guests
- Damages property
- Creates an unsafe environment

No refunds will be provided.

COURT RULES

Court Usage

- Only players with a valid booking may occupy the courts.
 - Playing beyond your reserved time is not permitted.
 - Please vacate the court promptly at the end of your booking to allow the next group to begin on time.
 - Sharing booked courts with unauthorized groups without management approval is prohibited.
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Proper Footwear

Only clean, non-marking indoor court shoes or approved athletic footwear may be worn.

Not allowed:

- Sandals
 - Slippers
 - Bare feet
 - Shoes that may damage the playing surface
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Food & Drinks

The following are not allowed inside the courts/playing area:

- Sports drinks
- Alcoholic beverages
- Meals
- Chewing gum
- Glass containers

Food may only be consumed in designated dining areas.

Smoking & Vaping

Smoking and vaping are strictly prohibited inside the facility except in designated smoking areas.

Alcohol & Drugs

Players under the influence of alcohol or illegal drugs may be denied entry or removed from the premises.

Equipment Care

Please help preserve our premium court facilities.

Do not:

- Drag nets
- Climb on nets
- Hang on posts
- Hit paddles or rackets against the floor
- Damage court equipment

Guests causing damage may be charged for repairs or replacement.

Children

Children must be supervised by a responsible adult at all times.

Parents or guardians are responsible for their children's safety and behavior.

Safety

Players participate at their own risk.

Please:

- Warm up properly.
- Stay hydrated.
- Exercise reasonable caution while playing.

Match Point shall not be liable for injuries resulting from normal sports participation except where required by applicable law.

Cleanliness

Please help keep the facility clean.

Dispose of trash properly.

Leave the court in the same condition you found it.

PLAYER ETIQUETTE

Match Point is committed to providing a welcoming and enjoyable environment for everyone.

Players are expected to:

- Treat fellow players, guests, and staff with courtesy and respect.
- Display good sportsmanship at all times.
- Respect all officials, coaches, and facility staff.
- Keep noise at a reasonable level.
- Avoid excessive profanity or abusive language.
- Avoid intentionally distracting players on neighboring courts.
- Wait until a rally has ended before retrieving stray balls from adjacent courts.
- Return balls that roll onto another court promptly and safely.
- Avoid crossing through active courts during play.
- Respect your scheduled playing time.
- Shake hands, tap paddles, or otherwise acknowledge opponents after every match.
- Encourage fair play regardless of skill level.

Unsportsmanlike conduct, harassment, intimidation, discrimination, fighting, or threatening behavior will not be tolerated and may result in immediate removal from the facility without refund.

LIABILITY WAIVER

By entering and using Match Point Sports Center, all guests acknowledge that participation in sports activities involves inherent risks of injury.

Players voluntarily assume these risks and agree that Match Point Sports Center, its owners, management, employees, coaches, and affiliates shall not be liable for any injury, accident, loss, or damage arising from participation or use of the facility, except where liability cannot be excluded under applicable law.

ACCEPTANCE OF TERMS

By making a reservation, entering the facility, or using any court or amenity, guests acknowledge that they have read, understood, and agreed to abide by these Terms & Conditions, Court Rules, and Player Etiquette.

Management reserves the right to amend these policies at any time without prior notice whenever necessary for operational, safety, or legal purposes.