

House rules for the use of the tennis courts

Terme 3000 – Moravske Toplice

Valid from: 1 April 2026

1. General rules for the use of the courts

- ▶ The tennis courts are intended exclusively for playing tennis and training.
- ▶ Users must use the courts responsibly, in accordance with the rules of sportsmanship and with respect for other users.
- ▶ The user who made the booking is responsible for payment, order, and discipline, and is liable for any damage caused to the courts during the rental period.
- ▶ Each user is required to maintain cleanliness and order on the courts. After use, the court must be cleaned (by using the court drag mat) and any waste removed.
- ▶ The user may begin their session at the reserved time. After use, the court must be tidied in accordance with the House Rules. Please finish playing 5 minutes before the end of the reserved time slot and tidy up the court. Dispose of waste, empty bottles and other waste in the bins provided and separate waste by type. Please keep the area clean and tidy.
- ▶ The use of appropriate sports equipment (tennis shoes, rackets, etc.) is mandatory.

2. Bookings via the Sportifiq system

- ▶ Court bookings are possible only via the Sportifiq application. The court operator reserves the right to prioritise the use of the courts for its own needs and to cancel existing bookings where required due to operational activities.
Priority of court use: bookings by hotel guests, court operator bookings and fixed seasonal bookings for the 2026 season.
- ▶ Users must provide accurate information when booking (first name, last name, contact details and mobile number).
- ▶ A booking may be cancelled no later than 24 hours before the scheduled time slot. In the event of cancellation after this deadline, no refund will be made. We reserve the right to amend the cancellation conditions; the current conditions are published in the Sportifiq booking system.
- ▶ The user who books the court is responsible for the proper use of the time slot and for complying with the House Rules.

3. Payment terms

- ▶ The booking must be paid for before the start of the time slot at the reception desk of Hotel Termal or at the Thermalium swimming pool complex ticket office, where the key to the tennis court can also be collected upon payment of a deposit.
- ▶ The Price List for the use of the courts is published in the Sportifiq application, displayed at the Tennis Centre and published on the website:
<https://www.sava-hotels-resorts.com/sl/terme-3000/ponudba-in-dozivetja/sportne-aktivnosti/>.

- ▶ The operator reserves the right to change the Price List. The new Price List will be published in the usual places.
- ▶ In the event of a time slot cancellation by the operator (e.g. due to hotel guests, a tournament, weather conditions, or technical issues), the payment will be refunded, or an alternative time slot will be provided.

4. Rules of conduct on the courts

- ▶ The following are prohibited on the courts:
 - Bringing alcohol, prohibited substances or food onto the courts, and smoking.
 - Intentional damage to equipment or vandalism.
 - Actions that harm the reputation or business operations of the operator or its business interests (e.g. unfounded complaints, spreading false information, obstructing operations).
 - Violation of the House Rules, verbal or physical threats towards the operator's employees or other customers.
 - Unpaid obligations or repeated violations.
 - Previous experience with a user at this court (regardless of the operator) indicating a high risk of violations or disruption to the operator's or other users' use of the courts.
- ▶ The operator reserves the right to remove individuals who violate these rules without refunding the booking fee.

5. Violations and sanctions

- ▶ If a user violates the House Rules, the operator reserves the right to impose the following sanctions:
 - Prohibition of court use for a certain period or permanently.
 - Cancellation of already booked time slots without refund.
 - Blocking of the individual and related persons (playing partners) in the Sportifiq system.
 - Reporting the offender to the competent authorities in the case of criminal offences.

6. Additional provisions

- ▶ The operator is not liable for injuries to users or loss of personal belongings on the courts.
- ▶ In no event shall the operator be liable for any commercial damages suffered by players (or coaches) as a result of any business decisions made in relation to the Tennis Centre.
- ▶ Any changes to the House Rules will be posted on the operator's noticeboard and in the Sportifiq app.
- ▶ By using the courts, users agree to the terms of the House Rules.

Contact

For further information or to report a violation, please contact us:
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Tennis Centre

Terme 3000 – Moravske Toplice

RULES AND CONDITIONS FOR PLAYING TENNIS

- 1. Court booking:** Playing on the tennis court is only allowed with prior booking on the SPOR-TIFIQ website:
<https://moravske-toplice.sportifq.com/members/location>
Bookings can be cancelled 12 hours before the start time, otherwise the applicable Price List will apply.
- 2. Payment for the time slot:** Payment for the time slot can be made until 9.00 a.m. at the reception desk of Hotel Termal, and between 9.00 a.m. and 8.00 p.m. at the Thermalium swimming pool complex ticket office, where the key to the tennis court can also be collected upon payment of a deposit.
- 3. Payment confirmation:** Playing is only allowed once the booking has been paid.
- 4. Equipment:** Access to and use of the court is permitted only in sports footwear with a smooth sole.
- 5. Court maintenance:** After use, the court must be levelled and any uneven areas caused during play must be repaired. If the court is dry, it must be watered before use.
- 6. Net:** Hanging on the net is prohibited. The court is intended exclusively for playing tennis.
- 7. Court inspection:** Before use, the tennis court must be inspected and any objects that may obstruct use or cause injury must be removed.
- 8. Schedule:** The schedule for the use of the tennis courts is managed and controlled by the court operator.
- 9. Compliance with the schedule:** Users must adhere strictly to the designated schedule.
- 10. Instructions and rules:** Users must follow all instructions. If a user violates the rules of use, further booking and use of the court will not be permitted.
- 11. Liability:** Use of the court is at the user's own risk.
- 12. Condition of the court:** During the booked time slot, the user is responsible for all activity on the court. The court must be left in proper condition for subsequent use.

Contact

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The Tennis Centre is managed and owned by:
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**TERME 3000 –
MORAVSKE TOPLICE**
SAVA HOTELS & RESORTS