

Court Fees & Reservations:

1. Advanced court reservations by phone are accepted daily beginning at 9 a.m. until 8 p.m.
2. Bookings can be made online by going to Regina.ca/recreation or by calling 777-PLAY(7529) and using the Fieldhouse court booking selection.
3. Online Court Reservations are booked on-the-hour and will be subject to modification and/or cancellations if they are booked outside of the on-the-hour time range.
4. Reservations are made on a first come, first-served basis.
 - 60-minute bookings can be reserved a maximum of three days before the date of play.
 - 90-minute bookings must be reserved a maximum of four days before the date of play.
5. 90-minute court bookings must be made by calling the PlayLine at 306-777-PLAY(7529) and selecting the badminton & tennis court booking option found under the Fieldhouse.
6. Pass holders may use courts at no additional charge during times designated for public use. Non-pass holders must pay a single admission fee. Non-pass holders must pay their single admission at the time of booking.

Court Cancellations:

To cancel a court, you must call 306-777-PLAY(7529) or email fieldhousecourtcancellations@regina.ca at least 24 hours prior to your booked time or your booking will be considered a no show. Failure to check in all players within the first 15 minutes of bookings will be considered a no-show and may result in forfeiture of your booked court time.

No-Show Policy

Booking clients **MUST** check-in with a cashier prior to their court booking. Failure to check-in all booked players will be considered a **no-show**.

Cancelling less than 24-hours before your booked time will result in a **no-show**.

1. First no-show – customer will be informed by email about the no-show policy, and the consequences that can result from future no-shows.
2. Second no-show – customer will be informed by email that they will be charged an admission fee, due immediately, and informed of consequences that can result from future no-shows.
3. Third no-show – customer will be informed by email that access to Regina Recreation Online revoked and booking privileges suspended for one week.

User Guidelines:

1. Courts must be booked prior to play.
2. Customers are required to register all players' names at the time of booking.
3. Upon booking a 90-minute timeslot, the names of four players must be provided to the cashier for the booking to proceed. Clients booking badminton and tennis courts at the Fieldhouse will be required to check-in with a cashier prior to their court booking and register all players' names.
4. If you have a family membership, you may book one timeslot (60-minute or 90-minute) for each family member. Maximum court playing time of one booking (60-minute or 90-minute) per person per day still applies.
5. Customers who play on a 90-minute booking are not allowed to play on a 60-minute booking the same day and vice versa.
6. A 90-minute booking must always have four players. Failure to fill a 90-minute booking with four players will result in a "no-show".
 - a. Remaining players will not be permitted to play without four players present.
 - b. Court Usage Guidelines will apply for 90-minute "no-show" bookings.
 - c. For additional time on un-booked courts, please approach cashier to register.
7. Please check in at the front desk to confirm court reservation. The City reserves the right to adjust court bookings due to programming, maintenance or emergency purposes.
8. Courts are booked immediately following the previous booking. Please ensure the court is vacated before the end of your scheduled time.
9. For safety reasons, play must stop if someone walks onto the court.
10. Please ask Sportplex staff for assistance if you need to set up or move/adjust nets, curtains or other facility equipment. Customers are not permitted to touch facility equipment.
11. Online court bookings are allowed for tennis and badminton only. For all other court rentals, please contact the Fieldhouse Program Specialist at 306-777-7159.
12. We reserve the right to cancel a booking when a court is not being used appropriately.
13. Customers must supply their own equipment.
14. The City of Regina is a respectful workplace. We treat our customers with respect and expect the same in return. Should you witness clients being treated inappropriately, please notify staff.

Non-compliance or abuse of Sportplex guidelines may lead to a review of a client's facility privileges.