

Court Block Bookings | FAQs

In what order are requests considered?

Block booking requests for full-seasons will be considered first, followed by requests with custom start and end dates. Our court booking seasons are January-April, May-August and September-December.

Requests may be submitted at any time – even mid-season! Please allow at least 2 weeks from request submission to the first desired session for review, entry, contract signing and payment collection.

What happens if multiple requests for the same timeslot are received?

As a publicly-funded centre, all community members should have equal opportunity to secure a booking on a particular day and time. With this, your confirmed timeslot may change season to season, regardless of whether or not you have had the same timeslot for seasons or years prior.

Within the fillable Court Block Booking Request Form, you may indicate first, second and third choices of start time. If multiple requests for the same timeslot are received, requests will be put to a lottery.

How many courts may be requested at one time?

You may request up to the below number of courts at one time. Due to programs, dependent on the day and time, requests for more than 2 or 3 courts may not be possible. In the event of conflict with a program, Panorama staff will connect with you to confirm whether or not you wish to proceed with booking less courts than initially requested.

- Indoor tennis - Up to 4
- Outdoor tennis - Up to 2
- Squash - 1
- Racquetball, Wallyball - 1
- Table tennis – Up to 2 tables on 1 court

How long may each session be?

- Indoor tennis - 1 or 1.5 hours during prime times; 1, 1.5 or 2 hours during non-prime and economy times
- Outdoor tennis - 1, 1.5 or 2 hours at all times
- Squash - 45 minutes or 1.5 hours
- Racquetball, Wallyball - 45 minutes or 1.5 hours
- Table tennis - 45 minutes or 1.5 hours

For indoor tennis, what's considered prime time?

- Prime time – Monday-Friday, 9am-1pm and 6-9pm
- Non-prime time – Before 9am
- Economy – Monday-Friday, 1-6pm and Weekends, all day

For indoor tennis, may I request a specific court?

No, though if you have a preference, please indicate it within the 'other comments' section and, if space allows, we will do our best to accommodate it.

Cancellation Policy

Ten days' notice is required for full-refund or credit to account for cancellation of a specific day or days within your block booking, the entirety of the booking or all remaining sessions of a booking.

Contract

Once your block booking has been confirmed, a facility booking agreement will be generated. The agreement will be emailed to you and must be reviewed, signed and returned two weeks before the first session of your recurring booking. Bookings without a signed agreement will be forfeited. A hard copy of your contract can be made available for signing upon request.

Payment

Payment will be due two weeks before the first session of your recurring booking. Payment may be completed via credit card, debit, cash or cheque with Panorama Recreation Reception. Unpaid bookings will be forfeited.

Monthly Payment Plans

Monthly payment plans are available upon request. If you would like one, please indicate so within the fillable Court Block Booking Request Form.

