

Tennislessons4u

Terms + Conditions



Definitions

We/our – Tennislessons4u

You/your – Our clients

1. Bookings + Free Taster sessions

- a. Free taster sessions must be booked via our website or our coaches
- b. You can only book one free taster session per child
- c. Your booking is secured once booked and paid for online
- d. Your booking will automatically roll over to the next term with your space saved
- e. Any permanent changes to your class will be communicated with you with as much notice as possible
- f. Term dates will be shared via email and WhatsApp to all parents

2. Payments

- a. All classes are paid for via monthly direct debit with payment coming out on the 1st of each month
- b. If a payment cannot be taken then we will retry on the 3rd and the 9th of the month
- c. If you choose to stop your sessions we require a 1 month cancellation notice. E.g. if you decide to pause on 16th September, we will take your next month payment and then your sessions will stop, meaning you can still attend sessions till the end of that month

3. Cancellation Policy + Missed sessions

- a. If your child misses a session due to injury, illness etc you can make up the session by attending any other session at any of our clubs, as long as it's the same age group and level
- b. We will run sessions in all weather unless we deem it to be unsafe
- c. If we have to cancel a session due to weather or staff issues we will give you as much notice as possible but no less than 30 minutes
- d. If a lesson is cancelled we can offer you these changes in this order:
 - i. Attend another session of the same age and level

- ii. Discount code to be used at tennis or multi-sports camps
 - iii. Refund
- e. We do have 2 weeks contingency for each session, each year, after that you may use the options above

4. Private coaching

- a. Private sessions can be booked through our coaches who are responsible for booking the courts and bringing suitable equipment
- b. The coaches are responsible for setting their own fee for private lessons under guidance of Tennislessons4u
- c. The coach can decide how payment is made for their sessions
- d. If you cancel with over 24 hours notice you either do not need to pay or entitled to a full refund
- e. Any cancellations withing 24 hours of your session, you will need to pay the full price to the coach
- f. If a coach has to cancel due to unsafe courts or illness they will reschedule and no payment will be made

5. General policies

- a. Tennislessons4u hold no responsibility for loss or theft of an item whilst at a coaching session
- b. All Tennislessons4u coaches will be LTA accredited and hold DBS, first aid and safeguard training
- c. All registers are done manually online and we adhere to the KTA GDPR rules
- d. Appropriate clothing should be worn by all participants to a coaching session including non-marking shoes
- e. Any aggression actions (verbal/physical) will not be tolerated towards our coaches and your place in your session may be cancelled
- f. We reserve the right to decline access to anyone who does not adhere to our policies