

At Catford Wanderers LTC we are committed to the safety and well-being of our members, players and spectators at our playing venue. If you have any comments or concerns about the venues where we operate, our coaches or any other aspect of our service, please let us know at [sunleetennis@hotmail.com](mailto:sunleetennis@hotmail.com).

## **Group Coaching Bookings**

1. Booking for coaching sessions should be made online in advance at <https://clubspark.lta.org.uk/catfordwandererslta/Coaching>
2. Coaching sessions must be booked in the name of the player and are non-transferable to anyone else.
3. Places on our coaching programmes are subject to availability and are sold on a first come first served basis. We do not have a priority booking system for players on group coaching courses.
4. If a player misses a session we are unable to offer a refund, credit or make-up session unless there are exceptional circumstances e.g. an injury confirmed by a doctor's note. Please note that classes missed due to illness as a result of Covid-19 or other pandemics or any isolation or quarantine measures as a result of these will not be refunded.
5. Players booking and attending a coaching session are assumed to be fully fit. If this is not the case, the player or their guardian must inform the coach at the outset of the lesson in advance of any medical condition or disability which may be relevant to the coaching session. This should also be recorded in advance on the player's ClubSpark profile. We must also be notified of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. We will always try to include any such individuals within our coaching programme wherever possible. If players attend with any Covid symptoms, we reserve the right to refuse entry to the class.

6. Junior players must have on their ClubSpark profile an emergency contact number which is relevant to the time of the lesson, so that a parent or guardian may be contacted in the event of an emergency.
7. Players bringing any medical equipment to their lesson must indicate to the coach at the outset of the lesson the location of the medical equipment so it can be located quickly and easily in the event of an emergency.
8. Sun Lee Tennis Ltd reserves the right to refuse entry onto a coaching course, or advise a more appropriate session if any participant is found not to be of the appropriate age/ability for the group.
9. If a player books onto a standalone session (such as our adult Tuesday evening sessions) that session will go ahead as long as 4 players are booked onto the session. If there 3 players or less booked on, the coach taking the session will notify the players prior to the lesson that it will be cancelled and a full refund will be sent.
10. On booking a group coaching course, players will receive a booking confirmation listing the classes which have been booked. We reserve the right to amend these classes but will refund any individual classes that are cancelled by us.

## **Cancellation Policy**

1. Any cancellations of a group coaching course booking (ie 6-week Tennis Xpress course) must be made in writing by email to [sunleetennis@hotmail.com](mailto:sunleetennis@hotmail.com) and be received within a minimum of 5 days of the commencement of the course. Verbal cancellations will not be accepted.
2. Cancellation of any group coaching course made within the time period above will be refunded in full, minus a £10 administration fee. No refunds or credits are available after that date, other than in exceptional circumstances. We are unable to accept replacements in lieu of your booking.

3. Group coaching course (ie Tennis Xpress) sessions cancelled by the coaching team due to unplayable conditions (such as the weather) will be rearranged to either extend the duration of the course by 1 week or to another evening agreed upon by the coaching team. No refunds will be possible for a missed session, as the coaching team will do their best to reorganise missed sessions caused by unplayable conditions.
4. Any cancellations of individual stand-alone sessions (ie adult cardio tennis) must be made in writing by email to [sunleetennis@hotmail.com](mailto:sunleetennis@hotmail.com) and received within a minimum of 2 days (48 hours) of the commencement of the individual session. Verbal cancellations will not be accepted. A refund minus a £2 administration fee for each session will only be given if the request is received prior to the 48-hour window.
5. For individual stand-alone sessions, cancellations made due to weather conditions will only be available for a refund if the session is cancelled by the coach leading the session. The decision to cancel the session will be made no later than 30 minutes before the start time. If a player chooses not to attend the session, though the session is still delivered, no refund will be given.
6. If you or your child is absent from a session for a reason other than the coaching team having cancelled the session, you are choosing to forfeit the time. Only in exceptional circumstances, e.g. on presentation of a doctor's note will a credit be issued. Please note the policy with relation to Covid in relation to missed sessions set out in paragraph 4 above. The same weather-related policy above is also applicable to all junior sessions.
7. In the event that you wish to cancel and switch to another course on the programme, subject to availability, Sun Lee Tennis may allow you to transfer your booking to another programme. An administration fee of £10 will apply.
8. Sun Lee Tennis reserves the right to cancel a course or a session if it is undersubscribed or due to the unavailability of a coach. If a coaching session or 6-week course you have booked is cancelled because it is undersubscribed or a coach becomes unavailable and no alternative can be found, we will suggest alternative arrangements and/or offer you a full refund.