



TERMS & CONDITIONS

CourtFit LTD fully embraces the safeguarding and diversity & inclusion guidelines set down by the LTA. We are committed to prioritising the well-being of all children and adults at risk, promoting safeguarding, diversity and inclusion in our organisation at all times, including all courses, individual coaching sessions and events we run. Our policies state how we strive to minimise risk, including following safer recruitment procedures, deliver a positive tennis experience for everyone and respond appropriately to all concerns/disclosures.

GROUP COACHING: JUNIOR AND ADULT COURSES (Junior and adult)

- Registrations and payments can only be made online, via ClubSpark.
- Places are sold on a first-come first-served basis.
- Consent information is required for all junior programmes.
- Once the maximum number of attendees are reached, a waiting list may be created and customers will be contacted if places become available.
- If a course is undersubscribed and cancelled, the senior coach/centre staff will suggest alternative arrangements to attendees.
- A missed course session may be replaced only with another suitable session at the sole discretion of the CourtFit off court team. The arrangement must be made in advance and booked.
- Missed sessions will not be credited unless there are exceptional circumstances e.g. doctor's note.
- All courses will aim to go ahead irrespective of the weather. Play will only stop due to heavy and continuous rain with no sign of stopping and with the courts becoming unplayable. Play will continue in inclement weather at the coaches' discretion. If necessary, coaches will utilise wet weather resources to aid off court learning.



- We reserve the right to refuse entry to a course or advise a more appropriate session.
- If any participant is found not to be of the correct age/ability, or is unable to complete a course due to being in the incorrect age/ability group, player may be removed from the course without refund.
- We are unable to accept replacements of players in lieu of your booking.
- Please refer to the cancellation policy (section below) for any cancellations information.

WEEKLY SESSIONS/CLASSES (Junior and adult)

- All weekly sessions (cardio tennis, match play etc) can be booked one month in advance by all players.
- The coaching staff and centre staff will advise an attendee of a more appropriate session or have the right to exclude them from a session if they are not the right standard.
- Missed sessions may not be transferred to other sessions. We require 48hrs notice to re-book you into another weekly class should there be any reason why you are no longer able to make your original booked date.
- Please refer to the Cancellation Policy for any cancellations information.

COACHING FOR JUNIOR PLAYERS (Junior)

All children booked onto junior courses and camps are fully supervised, but we cannot supervise children using the courts at other times.

All children booked onto junior courses and camps must bring appropriate weather protection on court at the beginning of the session. They are not permitted to leave the court without permission from the coach.

Permission for children to be released and go home alone must be given in writing to info@courtfit.co.uk. If written permission is not received and contact cannot be made with a parent/guardian, we will keep the child until they are picked up or contact is made. We reserve the right to charge for this supervision at the rate of £10.00 for every 30 minutes.

Please refer to the Cancellation Policy for any cancellations information.



CANCELLATION POLICY: CANCELLATIONS MADE BY COURTFIT LTD (Junior and adult)

All courses and sessions will aim to go ahead irrespective of the weather. Play will only stop due to heavy and continuous rain with no sign of stopping and with the courts becoming unplayable. Play will continue in inclement weather at the coaches' discretion. If necessary, coaches will utilise wet weather resources to aid off court learning

If the weather forecast prior to the session is poor, any decision to cancel will be made by the **on court team** as late as it is reasonably possible (ideally no later than 30mins before the session is due to begin). We recommend to our coaches to make a decisions between 60 and 40 minutes in advance of the session. The email will be sent via ClubSpark to the address used for sign-up.

Customers will be sent an email (by the on court team) once a decision to cancel has been made. Our overall intention is for as many sessions as possible to go ahead.

If the participant is absent from a session for a reason other than CourtFit Ltd cancelling the session due to adverse weather, he/she is choosing to forfeit the time.

In the event of inclement weather (e.g. heavy rain), the extent to which a session is deemed to have taken place is dependent on the amount of time on court.

- If a session runs over half of the designated time, the session is considered as having taken place and no credit will be issued.

In the unlikely event of insufficient numbers, we reserve the right to cancel courses up to 1 day in advance of the start date. A credit will be applied.

CHILDREN'S CAMPS - EXCEPTION TO STANDARD CANCELLATION POLICY (Junior)

Many families rely on camps going ahead for work/childcare related reasons. Therefore, camps will never be cancelled.

No credits are available from camps. Sessions will always go ahead regardless of conditions and shelter, such as in cafes, will be taken as needed. The coaches will utilise wet weather resources to aid off court learning.



If a camp has insufficient numbers to run, CourtFit Ltd reserves the right to merge venues.

USE OF CREDITS (Junior and adult)

Credits are issued if your session is cancelled by a coach or CourtFit Ltd. They can be redeemed via email, info@courtfit.co.uk. For adults, it's best to use your credit at a weekly class such as Pair and Play/Hitting nights, or cardio tennis and for juniors, it's best to use them at a camp! They are valid for future courses provided places are available. We hope to be able to credit to specific players accounts on ClubSpark by the end of 2022.

The typical value of a credit is £17.00 for an adult credit and £13 for a junior credit.

REFUNDS

No refunds will be provided, apart from exceptional circumstances such as

Leaving the Country permanently. A refund of all activities not completed will be provided in full upon proof of leaving (i.e. proof of residency, VISA/citizenship approval letter, named on new address post letter etc.).

Any other Exceptional Circumstances. If you feel that you have an exceptional circumstance not listed above, please send details to info@courtfit.co.uk Please be as detailed as possible, and include any documentation that may help expedite your request. Once reviewed the management's decision will be final.

DISPUTES

In the event of any dispute between CourtFit LTD and client, the decision of our senior management will be final. Our senior structure is made up of our two company Directors and Operations Manager.