



Cancellation/ Refund Policy

Lessons at schools and clubs are generally outside and take place in most weathers. If a lesson has to be cancelled due to extreme conditions, the coach will do their best to contact everyone who is booked in for the session. He/she will do this by texting or emailing everyone. For people who have paid for a term of lessons, a credit **will not** be given if one lesson per term is cancelled due to bad weather or reasons beyond our control (this can include the tennis club not allowing use of the courts, pandemics, government advice etc.) However, credits or an additional lesson will be offered for the cancellation of a second and any subsequent lessons. Credits will be used against bookings for the immediate next term of lessons.

If any pupil misses a lesson through their own choice or illness etc. then no credits will be issued. Please make sure when booking that you are able to attend the majority of sessions.