

# Terms & Conditions

The following terms refer to the activities of Graeme Clarkson Tennis.

Graeme Clarkson Tennis, from time to time, review and update these Terms and Conditions, and reserves the right to amend or introduce any rules necessary to ensure the safe and efficient operation and financial viability of its facilities and programmes.

## GROUP COACHING: COURSES, SQUADS & CAMPS

- Registration should be completed prior to the course start date.
- Payment must be made upon registration to secure a place (please note we do not accept American Express or international credit cards).
- Places are sold on a first-come first-served basis. Priority booking may be offered to all players already registered onto programmes that are frequently oversubscribed.
- Consent information is required for all junior programmes. Online registration is the best way of ensuring that current consents and preferences are captured on our records. You must provide an emergency contact number.
- Once the maximum number of attendees is reached, a waiting list might be created and customers will be contacted if places become available.
- If a course is undersubscribed and cancelled, the Head Coach will suggest alternative arrangements to attendees.
- 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. If in doubt, contact us before booking.
- We are unable to accept replacements of players in lieu of your booking.
- Floodlight fees are added to relevant sessions during the winter months.
- We can accept no responsibility for loss, theft or damage to any personal items whilst on our courses.
- You should wear appropriate tennis or sportswear to coaching sessions.
- We reserve the right to decline access to anyone who does not comply with our policies. You will have no right to a refund in this case.

## SAFEGUARDING

- Players must inform Graeme Clarkson Tennis of any medical condition or disability which may be relevant to the person booked into an activity. Players must also notify us of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. It is our policy to include any such individuals within the scheduled courses wherever possible, but we reserve the right to refuse the booking if we are unable to accommodate the requirements of any individual.
- 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. 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 £5.00 for every 30 minutes.

## WEATHER

Play will continue in inclement weather at the coaches' discretion. If necessary, coaches will utilise wet weather resources to aid off court learning.

If coaching is cancelled due to bad weather we do not offer any credits or refunds. Coaching will only be cancelled if the weather is deemed to be unsafe and we will let you know via email, Facebook and the website. Please assume lessons are on unless contacted. Please ensure you fill in your email address when booking.

On extremely wet days we may try to contact you before your lesson time to cancel. Coaching will only be cancelled in advance if the appropriate forecasting tools (e.g. MET Office Rainfall Radar) indicate with certainty that the session would be unsafe to run. If it is not predictable with certainty, the decision on whether to cancel the lessons will be made on the courts immediately prior to the lesson start time. Cancellation of one group lesson does not necessarily mean that other lessons will be cancelled that day. If you choose not to attend on doubtful days then you risk missing the class if it takes place.

If any classes are cancelled due to weather we will endeavour to offer a catch-up class however this is not always possible. If you are unable to attend these additional dates due to your own commitments there will be no refund.

## CANCELLATION & REFUNDS POLICY

If coaching is cancelled due to bad weather we do not offer any credits or refunds. We will endeavour to offer a catch-up class however this is not always possible. If you are unable to attend these additional dates due to your own commitments there will be no refund.

No refunds will be given for non-attendance at group coaching. A credit may be available if you have a valid medical reason (with Doctor's note) which prevents you/your child from attending 2 or more classes in a row. Any credit will be subject to a £10 administration fee.

Where the participant wishes to cancel a programme booking, the following arrangements apply:

- If cancelled within 7 days of booking and a minimum of 7 days before the session starts, you will receive a credit equal to 100% of the original fee. Any credit will be subject to a £10 administration fee.
- If cancelled after 7 days of booking and/or less than 7 days before the session you are not eligible for any refund or credit.

In the case that the coach is unable to take a session and it is cancelled due to sickness or other circumstances, an alternative date will be offered.

## ANTISOCIAL BEHAVIOUR

Whilst attending coaching groups, it is necessary that you/your child abide by the authority of the coaches, who represent Graeme Clarkson Tennis and Dunfermline Tennis & Bridge Club.

Behaviour such as swearing, racket throwing etc. may result in a warning or withdrawal from the lesson. Bullying will not be tolerated. Parents will be informed should their child be involved in any incident involving disciplinary action, and individuals may not be allowed to continue with their coaching should their behaviour continue to adversely affect the group.