

Coaching/Cancellation Policy

We know from time to time sessions may need to be cancelled by the coach/player and therefore it is important to give cancellation notices within a fair timeframe as well as understanding the process. Late cancellations can really affect a coaches work schedule especially when it comes to commuting and organising other sessions around it. Please read carefully the policy/conditions below:

Player cancellation:

- If a player is unable to attend a coaching session, please let the coach know no later than 24 hrs prior to the session, otherwise the player will be charged at full rate. If payment has already been made, a full refund will be given.
- Cancellations made within 24hrs will only be considered under exceptional circumstances/emergencies. Please discuss with the coach.
- When purchasing a course of tennis coaching, you are committing to the entire course, individual sessions missed will not be credited.

Coach cancellation:

- If the coach needs to cancel a session which you have already paid for, you will be credited to the next available session or the option of a refund.

Weather:

- In the event of poor weather conditions or extreme heat, a tennis session may be cancelled. The decision on whether to cancel a session for health and safety reasons will be taken by the coach responsible for that session at the time of the session. Please assume lessons are going ahead unless contacted.

Payments:

- All payments must be made prior to the session. For bookings made through clubspark, details of payment are shown in the confirmation email.