



HULL YPI CANCELLATION & REFUND POLICY JULY 2020

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CANCELLATIONS REQUESTED BY THE CUSTOMER

SUBSCRIPTIONS

- No cancellation or refund is possible once the 14-day cooling off period is over.
- For all types of cards, at least 30 days' notice is required in writing to cancel your subscription (future payments towards subscriptions).
- YPI Members will retain access to the benefits for the remaining part of your subscription period left from the 365 days of the subscription or 1st May each year
- Cancellation Notice must be given by email to YPI Tennis Club ypitennisclub@gmail.com
- YPI will automatically acknowledge your cancellation email by return email. If you do not receive this email and cannot provide it to us on request, your cancellation will not be valid.

COURT BOOKINGS

- Any necessary court cancellations must be made with more than 12 hours' notice prior to the court booking time to receive a giftcard equal to 100% of the original fee. To be re used within a 3 week period.
- Cancellations made within 12 hours are not eligible for any refunds: giftcard credit or cash refunds.

GROUP COACHING: COURSES, SQUADS & CAMPS

- Where the participant wishes to cancel a programme booking, the following arrangements apply:
- If cancelled more than 7 days before the first session, you will receive a giftcard credit equal to 100% of the original fee;
- If cancelled more than 24 hours before the first session but less than 7 days, you will receive a giftcard credit equal to 50% of the original fee.
- If cancelled less than 24 hours, you are not eligible for any credit.

INDIVIDUAL COACHING

- Individual coaching sessions cancelled less than 24 hours before are liable to pay the coach in full. This is at the discretion of the coach as he/she is responsible for managing their individual coaching sessions, including the court booking fee.

TOURNAMENTS AND LEAGUES

- Cancellations will vary depending on the tournament or league. Details of cancellations will be communicated for each event.

CANCELLATIONS DUE TO ADVERSE WEATHER CONDITIONS AND UNDERSUBSCRIBED ACTIVITIES

- Any decision to cancel a session due to rain is based on the extent to which courts are affected and in the case of young players, if the rain is likely to be a significant distraction or result in a bad experience. Some sessions go ahead in rain on the All Weather Astro Courts.
- If the weather forecast prior to the session is poor, any decision to cancel will be made by the Senior Coach as late as it is reasonably possible.
- Whenever possible, customers will be sent an email and/or text message once a decision to cancel has been made. As a last resort customer should call the Coach for an update. 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 YPI cancelling the session due to adverse weather, he/she is choosing to forfeit the time.

COURT BOOKINGS

- In adverse weather conditions the player should contact the Centre to check if play is possible not earlier than an hour before the bookings start time. If the Centre deems the courts unplayable, a credit will be applied to the player's account equal to 100% of the fee paid to be used within a 3 week period.
- If you chose to play in adverse weather conditions/on slippery courts and use the court for more than 30 minutes, you are not eligible for any credit.

GROUP COACHING: COURSES, SQUADS & CAMPS

- In the event of inclement weather (e.g. 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.
 - If a session is interrupted before half of the session is completed, a credit note be applied to players
- For Mini Camps, if the weather is inclement, the Senior Coach will run the session unless an official cancellation has been communicated. In such circumstances, a credit will be applied to the player's account.
- In the unlikely event of insufficient numbers, we reserve the right to cancel courses 3 days in advance of the start date. A credit will be applied to customer's account.

TOURNAMENTS AND LEAGUES

- In the event of inclement weather (e.g. rain), the extent to which a drop-in session is deemed to have taken place is dependent on the amount of time on court. This is inclusive of both a coach-led hour and/or during an hour with no coach (when players mix in and play). If less than 30 minutes is completed of each hour, a credit will be applied to their account with the value as follows:
 - the first hour, coach-led: credit for 100% of session

- the second hour, coach-led: credit for 50% of session
- the second hour, non-coach led: credit for 25% value of session
- on occasions when there is a third hour, no credit will be given for this hour
- If 30 minutes or more per hour is played on court that hour is classified as having taken place.
- If a pre-booked drop-in session is undersubscribed and cancelled and does not go ahead, a credit is applied to player's

REFUNDS

- No refunds will be made for players failing to attend their pre-booked courts or activities without appropriate notice.
- No refunds will be provided, apart from exceptional circumstances listed below:
- 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 YPI Tennis Club ypitennisclub@gmail.com 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.