

Terms and Conditions when booking tennis lessons and holiday course

All coaching staff are fully qualified with the Lawn Tennis Association and hold a coaching licence, public liability insurance, first aid certificate, CRB police check, and have attended training on safeguarding children. Tennis assistants are trained, and certificated, to assist the coaches.

Terms and conditions

- Payment for coaching lessons is due in full before the start of lesson one, inclusive of visitor fee for non-members.
- Family discount – where more than one child is booked onto courses, a 10% discount of the total fees may be deducted. For online booking a code FAMILY can be entered and the cart will deduct 10% of the total fees.
- Only one discount is applicable for a booked course.
- Payment is non-refundable. Group lessons are non-transferable. Once payment is made the time and day of coaching/holiday course becomes fixed for the duration of the term/holiday course.
- Head coach Kenan Arslanagic reserves the right to change the day and time of the class, and in unusual circumstances if low numbers are registered for holiday courses the parent/carer will be notified of different options available. Which consist of transferring to another day/time, having a refund for that day/time.
- No credits will be forwarded onto the next coaching term due to pupil absences. All lessons can only be made up in the current coaching term, provided there are sufficient places available in other groups.
- Payment per week is only available if there are sufficient places available in the group.

Poor weather

- In the event of poor weather, classes will be taken in the clubhouse to work on footwork, balance and co-ordination skills. Holiday courses run regardless of weather.
- Decisions regarding lesson cancellation are under the sole discretion of Kenan Arslanagic and/or the tennis coach responsible for the lesson.
- If a lesson is cancelled due to poor weather, an additional lesson will be offered during the holidays. (Excluding summer and Christmas holidays.) If this lesson is not taken up, a credit will be awarded, valid only for the following term. The client is responsible for keeping track of credits.
- Holiday courses are highly unlikely to be cancelled but may be cancelled in arduous circumstances.

Refunds policy

- Payments are non-refundable.