



MH Tennis Terms and Conditions

Booking Courses

All courses are subject to availability.

It is your responsibility to ensure you/your player is being enrolled into the correct session, and that you are aware of the correct timings and location of the sessions. Details on which courses are suited to which age/standard can be found on our website:

www.clubspark.lta.org.uk/matthillmantennis

All coaching courses run during school term time. All dates of sessions are visible online under each course, and included in your booking confirmation email. It is your responsibility to be aware of when sessions are running.

You are required to provide current contact information, such as email and phone number to make bookings. It is your responsibility to keep these details up to date and inform us of any changes, so we are able to contact you.

We reserve the right to amend any terms and conditions within this document.

All bookings must be done via our online booking system (www.clubspark.lta.org.uk/matthillmantennis).

All bookings must be completed before attending your first session. We reserve the right to refuse entry if your booking has not been completed.

When making a booking, it is your responsibility to ensure that any course participant is the correct age and ability for that course. We reserve the right to refuse entry to a course if any participant is found not to be of the correct age, or is unable to complete a course due to being in the incorrect age group or playing standard. In these circumstances we will do our utmost to find an alternative session that is more suitable, but there will be no refund.

The cost of sessions can be found on our website, under each course's details.

Cancellations

Once a booking has been made, it is expected that you attend all of the sessions signed up for. No refunds can be given for coaching sessions or events that you later wish to not attend. If you can no longer make the time of the session, we will do our best to move you onto a different session if there is a suitable one, but we cannot guarantee this will be possible.

Cancellations for bookings for our Kids Camps must be made in writing, and sent to my email, a minimum of 14 days before the first day of camp booked. Verbal cancellations, or cancellations made via text or Whatsapp will not be accepted. If this has not been done, we are not able to send a refund. If requesting a refund for camp bookings, online admin charges will apply, that are out of my control.

Bad weather policy

Parents and players are required to bring protection from showers/sun as our general policy is that courses will go ahead unless there is persistent heavy rain, high winds or snow making the courts unplayable. Any injury incurred while taking part in activities on damp or wet courts is your responsibility.

We reserve the right to cancel a class if the court is deemed unsafe for play, as much notice as possible will be given. If sessions are cancelled, the cost of the following terms course will be reduced, to make up for the lost session.

Lateness in Picking Up

We have the right to remove any children whose parents are late picking up more than once a course, as part of our safeguarding policies. In these circumstances no refund will be issued.

Damages, Loss and Injury

Damage caused whilst on MHTennis courses, events and camps is chargeable to the offender(s). To the extent permitted by law, MH Tennis will not accept responsibility for any death or injuries incurred during play at any of the coaching sites in any weather/ground conditions. MH Tennis accepts no liability for damage to, or loss of, any property or articles or things whatsoever, placed or left at any of the coaching sites by any person or organisation.

Clothing

Players must wear comfortable sports clothing and flat soled, non-marking trainers. We advise people to wear correct tennis shoes as they offer better support and comfort whilst playing. We reserve the right to turn away any players that wear trainers with marking shoes that could damage our courts.

It is you/your players responsibility to wear suitable clothing for the weather conditions at the time of each session.

Child Protection

All of our coaches have undertaken safeguard training, and take player safety very seriously. We all have duty of care, and a duty to respond if we suspect a player may be suffering from

abuse, or if a player makes a disclosure about abuse. In this event we will contact the club's welfare officer and LTA safeguarding team.

First aid

All of our coaches are First Aid trained, and in the event of an accident or medical issue, first aid will be administered to the best of our ability, and emergency services will be called if necessary, unless advised otherwise. It is your responsibility to inform coaches of any medical needs you or your player has, prior to the start of your course.

Equal Opportunities

MH Tennis is an equal opportunities organisation, and welcomes all people regardless of their gender, ability, race or religion. Each player attending our programmes is of equal value and is entitled to equal access of opportunity. We operate a zero tolerance policy to discrimination or bullying of any kind.

Player Exclusion

On rare occasions a player can prove incompatible with the general well-being of the MH Tennis coaching environment e.g. bullying, disruptive or aggressive behaviour. We reserve the right to exclude such a person. This applies to parents and guardians as well, we expect to operate in an environment of fair play, respect and no disruption. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the player or parent's responsibility.

Acceptance of the terms and conditions

All adults and parents and guardians of juniors are made aware of these Terms and Conditions upon sign up to courses, and can find them on my website. Participation implies acceptance to the Terms and Conditions as set out above.

By accepting these conditions, you are also accepting to adhere to our Safeguarding Policy, Diversity and Inclusion policies and anti-bullying policy. These can also be found on our website, under policies.