

# NEEDINGWORTH TENNIS CLUB

## Coaching – General Terms and Conditions (updated 25 Aug 2022)

### General:

- Needingworth Tennis Club will be abbreviated NTC.
- NTC reserve the right to amend any terms and conditions within this document and it is applicable from the published date.
- Coaching is available to members and non-members
- CLUBSPARK terms and conditions are to be applied for each course. Please read these course terms and conditions before confirming your Booking of Coaching services through this website.
- All individuals participating in coaching activities are to adhere to the Club code of conduct which can be seen at [Needingworth Tennis Club / Codes of Conduct \(lta.org.uk\)](http://lta.org.uk)

### Individual coaching:

- Individual coaching can be delivered to one or two players at the same time. Any more than two players are viewed as group coaching and group coach terms apply.
- Individual coaches will set their individual lesson rate which will be advertised on the coaching website. The coach will also have additional charges for floodlights and non-members are required pay court fees through the coach.
- Any lesson cancellation where possible should be within 48 hours of the scheduled time but if there are exceptional circumstances the relevant coach will consider the reason for cancellation and where possible try to reschedule the lesson.
- For individual lessons - If the player arrives more than 20 minutes late for a lesson or has a no show without notifying the coach, the coach may leave the premises and the lesson will be charged at full. This is to pay for coaching time, court time and travelling time. Private Individual lessons are payable in cash, cheque and bank transfer.

### Group Coaching & Courses:

- Course registration is completed online and should be complete ahead of the course start date.
- If the course has started, registration will be accepted only if there is availability with only the proportional part of the price of the course will be charged.
- Payment must be made on registration to ensure a place. No reservations through Clubspark will be taken without payment. Where a Booking carries a

charge, you must pay for Coaching services purchased through the Website by credit card or debit card.

- Places are secured on a first come, first served basis.
- Once the maximum number of attendees is reached, a waiting list will be created, and potential attendees contacted if places become available in the programme
- If the course, you have chosen is full you will be contacted when an alternative and suitable course is available.
- We reserve the right to cancel any session that is under subscribed therefore any course might be cancelled by NTC coaches due to insufficient numbers of players booked on the course. If this occurs, you will be offered an alternative session or provided a refund.
- Courses might split according to ability rather than age. We reserve the right to align players to the best group for their level and age. This will be decided by the coach delivering the session in consultation with the head coach.
- It your responsibility to check that you have been enrolled for the correct course, and that you are aware of the correct course timings as advertised on the NTC website.
- Courses will continue in the rain whenever safety is not compromised. Please see Weather Conditions policy below.
- For safety reasons, all children booked onto the Junior Programme are not permitted to leave the court without permission from the coach.
- Permission for children to go home alone must be given in writing prior to the session. If written permission is not received and contact cannot be made with parent / guardian, potentially social services will be called, and action agreed.
- All players must wear appropriate sport clothes during practice. Please also ensure proper non-marking tennis footwear on court.

### **Missed Lessons and Cancellations**

- A missed session will not be reimbursed or made up with an alternative date unless cancellation terms are met.
- For group lessons - If one player is late for a lesson, the lesson will not be extended and will end at the scheduled time. You are responsible for arriving on time for each coaching session. It is also your responsibility to be on time for collecting younger players and communicating any changes in pick up methods to the lead coach.
- For a lesson cancellation, if the player notifies the coach before 9am of the day of the lesson, the lesson will be charged, and the player will be able to catch up on the lesson on a different day if there is availability in groups of the same level in

the future. This is only applicable for one lesson within a termly bookings where more than one lesson is booked and paid for in advance.

- Catch up lessons depend on availability and cannot be guaranteed, although we will try our best to provide a catch-up lesson before the term ends, but this may go into a follow-on term.
- Should replacement sessions not be attended we won't be able to issue refunds. The only exception will be critical illnesses where a doctor recommends not to play tennis (proof of medical diagnosis will be needed for a refund).
- The full course fee is payable in advance, and we will give you a refund on the total cost if you have to cancel, as long as we have 14 days' notice. The only exemption is where the NTC provide less than 7 days' notice and cancellations must be discussed with the coaches as they cannot be automated via Clubspark.
- If you are unable to continue with your course mid-way through, we will not be able to issue refunds. We will consider exceptional circumstances if you have had to withdraw near to the start of your course, in which case we would consider refunding some of the cost of the course.
- If a session must be cancelled due to poor weather or other unforeseen circumstances then alternative dates will be offered, (usually at the end of the course). If you are unable to attend these additional dates due to your own commitments, we are unable to cater for individual circumstances and there will be no refund.
- In the case that the coach is unable to take a session and it must be cancelled due to sickness or other circumstances, an alternative date will be offered.

### Extreme Weather Conditions

- NTC coaching provision is on outdoor tennis courts only. As such, it is possible for prevalent weather conditions to affect the coaching sessions. We will follow the following procedure in the event of extreme weather:
  - Provided that our coaches consider the facilities to be safe and conducive to learning and enjoyment, the classes will carry on as normal. This might include conditions of cold and/or light rain so it is important that all players are dressed in appropriate clothing.
  - If the coaches consider that the courts are unplayable or it is not appropriate to continue outdoors, we will look to rearrange the session and credit attendees for this session, but no refunds will be provided.
  - For cancellations before the lesson is due to start, we will phone the contact number you will have provided. The coach has the final decision to cancel a group lesson and will endeavour to contact each player to make them aware of the change (this will often be by text, so please have mobile phones on before a lesson). If you are unsure whether your lesson is going to be running, please contact the coach beforehand to confirm.

- For cancellations when the lesson has started and is interrupted before 30 mins of play, will reschedule the session to the next best suitable slot.
- For cancellations when the lesson has started and is interrupted after 30 mins of play, the lesson will be fully charged, and it won't be rescheduled.
- We will allow players to attend a catch-up session if there is availability at the same group level. For this we will notify the player on the slots available, and the player will need to confirm attendance in advance.

### Safeguarding and Welfare:

- NTC takes safeguarding of all our players very seriously. All our L2-3 coaches are LTA Accredited and have attended LTA Safeguarding courses to maintain this accreditation. Our L1 coaches will operate in support and under the direction of the other coaches. The NTC has a designated welfare officer who has undertaken specific training through the LTA
- The LTA strives to ensure that all children, young people and adults at risk are safeguarded from abuse and have an enjoyable tennis experience, and NTC shares this vision
- Should you wish to raise any safeguarding concerns please do not hesitate to contact the welfare officer via email or phone or any of our coaches directly

### Data:

- NTC coaches comply with the latest GDPR regulations that came into force on May 25th, 2018.
- Any data collected will be treated with strict confidentiality, only NTC Coaches and NTC ClubSpark Administrators will deal with the information. The NTC privacy policy will be applied that can be found here. [\(Insert privacy policy link\)](#)
- Please contact the NTC coaches if you have any questions or concerns about how your data will be used and store your personal information or if you wish to exercise your right to access, modify, object to the use of or request the deletion of your personal information.

### Photography/Filming:

- In accordance with our photography and filming policy we will not permit photographs, video, or other images of children (anyone under 18) to be taken without the consent of the child and their parent or carer.
- You can view our full policy and download a consent form at [Needingworth Tennis Club / Photography And Filming Policy \(lta.org.uk\)](#). Please complete it and return it to the Membership Secretary