



# TWYFORD TENNIS CLUB

## COACHING TERMS & CONDITIONS

Gary Oates is the Head Coach at Twyford Tennis Club. Gary and his team of Coaches organise and run all the coaching at Twyford - juniors, adults, junior holiday camps and individual lessons.

Gary's contact details are:

Email: [gjoates@sky.com](mailto:gjoates@sky.com)

Mobile: 07855 196 973

Gary is a Level 3 Accredited+ Coach so has all the relevant CRB (DBS) checks, first aid and safeguarding qualifications as well as many years' experience of leading and delivering tennis programmes.

Coach Accreditation is the LTA's professional membership scheme for Coaches. Its purpose is to provide relevant support to British Coaches and their businesses so they can deliver great on-court experiences and grow their programmes. Being a member of Coach Accreditation provides the stamp of approval that is recognised by the industry.

Read more about what this means - The LTA Code of Ethics and Conduct for Accredited Tennis Coaches and Assistants –

<https://www4.lta.org.uk/globalassets/coach/documents/accreditation/code-of-conduct-for-accreditedcoaches.pdf>

### (1) Booking of Termly Coaching Courses

All course bookings are subject to availability.

The club uses Clubspark, an online platform, to manage all bookings and payments online for our termly coaching programme. Occasionally we can also accept payment by bank transfer and in this case the club's bank details will be provided to you.

When bookings are made using Clubspark, you will receive email confirmation of the coaching course booked and its duration. It is your responsibility to check that you/your child has been enrolled for the correct class and that you are aware of the correct timings and location of this class.



Please also make us aware of any medical condition, allergy, or special needs information (or changes). We will keep this information confidential and handle any issues that may arise with discretion.

Please ensure your up-to-date mobile number is provided when making a booking.

For juniors, permission for children to go home alone must be given in writing or via text message to the Coach. If written permission is not received and contact cannot be made with the parent/guardian, we will remain with the child until they are picked up or contact is made. A charge equal to the Coach's hourly rate will be payable to the Coach.

Coaching courses do not run during school holidays or half terms (excluding junior holiday camps).

We make every effort to ensure that the details on the website or in flyers are correct but we reserve the right to amend any errors at any time and will inform you of any changes.

## (2) Booking of Holiday Camps

All course bookings are subject to availability.

We currently use Clubspark for our holiday camps and bookings must be made through the Clubspark website. Payment must be made in advance of the commencement of the holiday camp.

Clubspark will confirm your child(ren)'s place(s) once the booking has been processed via email.

Please also make us aware of any medical condition, allergy, or special needs information (or changes). We will keep this information confidential and handle any issues that may arise with discretion.

Please ensure your up-to-date mobile number is provided when making a booking.

For juniors, permission for children to go home alone must be given in writing or via text message to the Coach. If written permission is not received and contact cannot be made with parent/guardian, we will remain with the child until they are picked up or contact is made. A charge equal to the Coach's hourly rate will be payable to the Coach.

We make every effort to ensure that the details on the website or in flyers are correct, but we reserve the right to amend any errors at any time and will inform you of any changes.

## (3) Individual lessons

These can be arranged at any time subject to availability.

Lessons will take place at Twyford Tennis Club.

For non-members, an additional guest fee will be payable in addition to the lesson cost.

If a lesson needs to be cancelled, please try to give as much notice as possible. If more than 24 hours is given, there will be no cancellation charge. If less than 24 hours notice is given, the full cost of lesson will be payable.



If an individual lesson has been arranged and no contact for cancellation has been made, then the lesson will be charged in full.

If a lesson has to be cancelled by the Coach, as much notice as possible will be given and alternative arrangements will be made.

#### (4) Bad Weather Policy

Please 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/ice which make the courts unplayable. The Coach will send a text message to cancel the session as soon as is practically possible so please ensure the Coach has your up-to-date mobile number and correct point of contact. If no contact from the coach has been made, then assume the session is going ahead.

In the event that a session is lost or cancelled due bad weather or courts being unplayable, you will receive a credit at the end of the current term to your ClubSpark account to use against booking courses for the following term. These credits are only valid for the duration of the following term and not able to be carried forward indefinitely, if paying via BACS, then we will reduce the price accordingly against the following term's coaching during the priority booking window, which is generally one or two weeks before courses go live to the public.

If you do not intend to rebook yourself or your child for the following term, you can request a refund for any cancelled sessions by emailing the coach on the above details before the term has started.

#### (5) Lateness in Picking Up.

If any parent/guardian arrives late (more than 10 minutes) to collect their child, a late pick-up fee of £5.00 will be payable to the Coach.

We reserve the right to remove any children whose parents are persistently late collecting their child at the end of the session. In these circumstances no coaching course refund will be issued.

#### (6) Damages and Loss

We accept no liability for damage to, or loss of, any property or articles, placed or left at any of the coaching sites by any person or organisation.

#### (7) Termly Coaching Session Cancellations/Refunds

All termly coaching course cancellations must be made by email and be received a minimum of seven days before the course begins. Verbal cancellations will not be accepted.

Anyone withdrawing from a termly coaching session during the term will not receive a refund unless the place can be filled. Credits will only be given in exceptional circumstances.



(8) Holiday Camp Refunds

Anyone withdrawing from a holiday camp will not receive a refund unless the place can be filled.

(9) Availability & Cancellation

Places on courses are subject to availability. We reserve the right to cancel courses one week in advance of start date in the unlikely event of insufficient numbers. A full refund will then be given.

(10) Clothing / Other Court Etiquette

Players must wear comfortable sports clothing and flat soled, non-marking clean tennis shoes / trainers. We advise people to wear correct tennis shoes as they offer better support and comfort whilst playing.

Only water is allowed on court (no fizzy drinks etc).  
Chewing gum is not allowed on court.

(11) Child Protection

All Coaches have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event we will contact the club's Welfare Officer, LTA Safeguarding Team, Wokingham Children's Services (during office hours) or NSPCC and act on their advice.

(12) First Aid

In the event of an accident or medical issue, first aid will be administered to anyone in our care, and the emergency services will be called if necessary, unless advised otherwise. If you or your child has specific medical needs that may impact on their wellbeing or enjoyment of the lesson or camp, e.g., the use of an EpiPen, it is essential that the Coaches are aware prior to the commencement of the course.

We suggest that all parents of children carrying EpiPens arrange for a qualified medical practitioner to demonstrate use of the EpiPen to our Head Coach on their first day of course. If this is not possible then we will accept a demonstration given by a parent/guardian instead.

We will notify parents of any medical issues experienced by a child as soon as possible.

(13) Photography and Videography

Twyford Tennis Club may take photographs and video footage during lessons or camps for promotional purposes. To exclude yourself or your child, please inform us in writing at the time of booking.

(14) Equal Opportunities

Twyford Tennis Club is an equal opportunities venue and welcomes everybody regardless of their gender, ability, race or religion. Everyone attending a coaching session at Twyford Tennis Club 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.

(15) Exclusion

On rare occasions participants can prove incompatible with the general well-being of the Twyford Tennis Club coaching environment, e.g., bullying, disruptive or aggressive behaviour. We reserve the right to exclude that 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.

(16) Acceptance of Terms and Conditions

All adults, parents and guardians of juniors are made aware of these Terms and Conditions.

Participation implies acceptance to the Terms and Conditions as set out above.

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