

UOB Tennis Holiday Camps FAQ's

- **What's your cancellation policy?**
48hours cancellation policy required and it's down to the discretion of the UOB Tennis Team regarding refund or credit.
- **If my child is unwell can we rebook for a different day or get a refund?**
Unfortunately we can not issue a refund for unwell children due to the coach ratios planned ahead of the day and our costs remain the same.
- **If my child is booked in all week and does not enjoy it or is too tired to continue can we get a refund?**
We usually get the opposite happening where children love it so much they want to rebook onto more days. We can't provide a refund sorry due to the same reason as above.
- **Who will the coaches be?**
Coaches are all LTA qualified and DBS certified, and carefully selected by UOB Tennis Team for their ability to relate to and understand players needs.
- **What is the structure of the day?**
Please visit our [website](#) for the timetable.
- **How are the children organised into groups?**
Children are organised according to age, ability and friendship groups.
- **What does my child need to bring with them?**
Campers should bring a lunch, snacks and water bottle to stay well-fed and hydrated. Suitable clothing is important, and in the event of warm weather we would ask that sun cream is applied before arriving on camp. A good pair of trainers ideally tennis trains - but we can provide everything else they need. If you have your own rackets please feel free to bring with you or you can be borrow one of ours.
- **If I book my child in for the morning session and they want to stay on in the afternoon is this possible?**
Yes and we can take payment on the day and cost is £15
- **Do you provide lunch/drinks?**
No food is provided sorry so please send children along with snacks, a packed lunch (if staying all day) and refillable drinks bottle. We have a filter water machine which provides free refills.

- **Do they need to bring any money with them?**

There is a tennis shop at reception and snack vending machine children are welcome to use during break and lunch time.

- **Does the tennis camp happen indoor or outside?**

We have the use of indoor and outdoor courts during the camps and use the courts which best suit the weather conditions. Occasionally all the indoor courts are used for University bookings but this is rare.

- **Do you except childcare vouchers?**

Vouchers can be used to book the wraparound care provide by SHINE but we cannot except them for the 9-12 or 9-4pm UOB Tennis Camp sorry.

- **Do you do sibling discounts?**

At present we can not offer sibling discount due to our booking system but we are looking at introducing sibling and group friendship discount options for future camps.

- **Will the camps be the appropriate level for my child?**

We pride ourselves on being able to provide tennis camps suitable for complete beginners through to County players. A number of our coaches are County Captains therefore a number of County players choose to book onto our camps.