

GrowTennis Terms & Conditions

Definitions:

We – GrowTennis

You/Your/Our – Our clients

1. Acceptance of Terms

By engaging in our tennis coaching services, you agree to be bound by the terms and conditions outlined herein. These terms may be subject to change, and it is your responsibility to review them periodically.

2. Services

GrowTennis provides tennis coaching services to individuals of all skill levels. These services include private lessons, group lessons, clinics, and other related activities.

3. Registration and Payment

a. To enroll in our coaching programs, you must complete the registration process and provide accurate and current information.

b. Payment for group coaching services is due in advance. Failure to make timely payments may result in the suspension or termination of coaching services. All course bookings are subject to availability.

c. We accept various forms of payment, including. Your coach will specify the preference when booking or paying for coaching.

d. You will be required to notify us of any medical conditions 7 days prior to coaching for anyone participating in our sessions.

e. Once payment is received, unless you are contacted by a coach, your place is confirmed.

4. Cancellation and Refund Policy

a. Cancellations by Participants: Participants must provide at least 24 hours' notice for Individual cancellations.

- b. Failure to attend an individual session with no notification or notification after 24 hours', to the coach will result in a charge of 50% of the lesson fee.
- c. Unless the coach notifies otherwise, the individual session will be going ahead. If conditions are too inclement, we will notify you no later than 30 minutes before the lesson time either via text or email.
- d. If group lessons are canceled due to inclement weather, we will reschedule the session. If there are no available reschedule dates, you will receive ClubSpark credits for the session that will be valid to claim against competitions, coaching and holiday camps for 10 weeks from when the credit is issued.
- e. Refunds will only be issued within 14 days of the course booking (coaching programme or holiday camps), outside of this period credit will be issued as per policy 4.d.
- f. After 14 days, if you are booked onto a coaching programme or holiday camps, and you are unable to attend a session, you will not be entitled to a refund or credit.
- g. GrowTennis reserves the right to cancel or reschedule coaching sessions due to unforeseen circumstances, including inclement weather or coach unavailability. In such cases, reasonable efforts will be made to reschedule or provide credit.

5. Code of Conduct

- a. Participants are expected to conduct themselves in a respectful and sportsmanlike manner during coaching sessions.
- b. Any form of harassment, discrimination, or inappropriate behavior will not be tolerated and may result in the immediate termination of coaching services without refund or credit.

6. Liability and Waiver

- a. Participants acknowledge the inherent risks associated with physical activity and tennis coaching. GrowTennis, its coaches, and affiliates are not liable for any injuries or damages sustained during coaching sessions.
- b. GrowTennis cannot accept responsibility for loss, theft, or damage to any personal items whilst on our courses.

7. Intellectual Property

All coaching materials, including lesson plans, instructional content, and proprietary techniques, are the intellectual property of GrowTennis and may not be reproduced or distributed without written permission.

8. Privacy Policy

- a. GrowTennis respects the privacy of its participants. Personal information collected during the registration process will be handled in accordance with our privacy policy.
- b. We may use participant information for communication purposes, including updates, promotions, and relevant coaching information.

9. Termination of Services

GrowTennis reserves the right to terminate coaching services for any participant who violates these terms and conditions without refund or credit.