



TW TENNIS

BOOKING TERMS & CONDITIONS

1. Booking and Payments

Advance Registration - All sessions for the TW Tennis program must be made in advance. Payments can be made via the Direct Debit subscription scheme or via termly payments for each term of activities that a player participates in.

Direct Debit Scheme - this subscription model is the preferred way for players to pay for their weekly tennis classes. It involves a discounted monthly payment which covers 12 months of tennis lessons.

Termly Payments - these are individual payments for specific weeks of the year and are payable in advance of the starting date of your course or term of tennis lessons.

All payments made against TW Tennis lessons are non-transferable to other players and are non-refundable (see below)

2. Cancellation and Refunds

Private TW Tennis do not issue refunds for missed lessons by any player. All players are required to participate in their chosen class on the set weeks of the program across the year, or for the term that has been paid for.

Cancellations may be made due to weather restrictions by TW Tennis or its tennis coaching team. This is at the discretion of the coach. All cancellations due to weather

restrictions will be replaced via our tennis make up classes which are offered in the same term as the cancelled classes, or at the end of a term before any new block of coaching begins (i.e Easter holidays). Please see our wet weather policy for further details on our make up classes and class cancellation plans.

Cancelling Direct Debits - Players are not able to cancel their direct debit payment for any reason apart from the following:

- Serious injury or prolonged illness (accompanied by a medical note)
- Relocation to another area outside of the TW tennis community (60 mins drive from your TW Tennis venue)

Any player wishing to cancel their participation and payment scheme, must contact TW tennis administration before changing any payment plans via info@twtennis.co.uk. Our standard notice period for any changes to payment plans is 3 working months.

4. Player Health and Conduct

Medical Information - Players must disclose relevant medical conditions or allergies before their first session via our TW Tennis registration form.

Changing Classes or Moving Groups - Coaches reserve the right to change the class of a player throughout the year based on their ability level (this can be up or down).

Player Conduct - Players and parents must adhere to the TW Tennis code of conduct for taking part in our tennis lessons. This includes both behaviour on and off the court (in the surrounding park areas) and in terms of the level of respect given to our coaches and staff. We reserve the right to terminate any player's participation judged to have been in breach of our code of conduct. No player being removed from our program will be refunded their coaching fees.