GENERAL BOOKING T&CS & CANCELLATION POLICY

Main Aims:

To give parents and players a clear guideline as to the booking conditions for any TW Tennis class or lesson.

Guidelines:

- When signing up to a TW Tennis coaching class or course, parents and players are accepting of the quality and professionalism associated with the coaching programme, content of classes and delivery of the programme as designed by Steve Cockell (owner & director of TW Tennis) or other 3rd party operators used in the delivery of a specific coaching programme approved by TW Tennis.
- The classes operated by TW Tennis are largely outdoor classes and as such may be affected by adverse weather that prevents a suitable environment for any coaching to be held. In such cases, classes will be cancelled and replacement classes will be put in place (please see timetables for full term dates). TW Tennis reserves the right to cancel classes at short notice due unforeseen circumstances such as extreme weather, but will make every effort to properly communicate with parents about potential cancellations (please see our weather policy for further details about weather contingency plans and make up classes)

DELIVERY & CONTENT:

- All classes will be delivered by designated TW Tennis coaches who have been approved by the company and are suitably qualified to teach our coaching program. Substitute teachers or volunteers may be required and used in the event of a staff shortage at a particular time in the program.
- The main accreditation used for TW Tennis is the LTA accreditation system from Level 1-5.
- Classes for all TW Tennis coaching courses will be delivered in low ratios with a maximum of 1:8 players per coach or 1:12 players per coach & assistant coach. Performance classes and higher development classes have a maximum ratio of 1:4 or 1:6 players per coach. Ratios may be affected by illness or coach absence but TW Tennis aims to manage any absence in coaching staff to the best of its ability under the circumstances.

REFUNDS & CREDITS:

- Once a booking for a class is in place, TW Tennis does not offer refunds for any of its courses. If a a player cannot make a class due to personal circumstances, TW Tennis will make every effort to provide an alternative coaching class for the player if that is deemed possible.
- No refunds will be issued due to adverse weather conditions, illness or injury, however, in exceptional circumstances decisions to offer refunds are made totally at the discretion of TW Tennis and on an individual case by case basis

- For termly class bookings, players can leave the TW Tennis programme part way through term but no refund will be provided unless a suitable replacement player can be found. This is at the discretion of the coach and in the best interests of the remaining players in the class.

CODE OF CONDUCT ON COURT:

TW Tennis operates a clear code of conduct on its tennis courts and in its coaching program. TW Tennis reserves the right to ask players to leave the program or holiday camp due to consistent failures to uphold the code of conduct. In such circumstances, parents and/or players will not receive any refunds for payments made against classes and players will not be allowed to participate in any future TW Tennis coaching activities.