



TW TENNIS

WET WEATHER & CANCELLATION POLICY

Main Aims:

To give parents a clear guideline as to what happens in the event of a cancelled class due to adverse weather conditions or due to other reasons for cancelling a class

Guidelines:

1. All classes will be delivered in all weather conditions and it is at the discretion of the coaches to cancel or postpone any classes due to extreme weather conditions such as heavy rain (that causes courts to be dangerous) or strong winds / storms.
2. All cancellations will be made 60 minutes before the start of any class
3. If a class starts and runs for at least 20 minutes and then is unable to continue due to changes in weather, then the class will not be required to be replaced in the schedule
4. If the class is cancelled with less than 20 minutes being played then TW Tennis will arrange a make up time or replacement class for the one being cancelled. TW Tennis reserves the right to arrange these make ups at the coaches convenience.

Make Up Class Guidelines:

1. If you are unable to attend a make-up time or class, then TW Tennis will endeavour to include you in a suitable class at another time. This is not compulsory and can only be arranged if there is a suitable space or class that matches the level of player looking to make up their lost class time.

Credits & Refunds

1. No credits or refunds are given for any TW Tennis cancellations unless approved by the TW tennis management team.