



ONTHEBALLTENNIS ALL USERS TERMS & CONDITIONS

All players at OnTheBallTennis, including juniors, are subject to these OnTheBallTennis Terms and Conditions, LTA Code of Practices and OnTheBallTennis Rules & Etiquette and deemed conversant herewith.

DROP-IN SESSIONS

GROUP COACHING: DROP-IN SESSIONS

- Drop-in sessions cannot be booked in advance.
- Drop-in session attendees may sign up for a session maximum 45 minutes prior to the session beginning.
- Attendees may only sign up if present in person at the centre and pay for the session.
- Places are sold on a first-come first-serve basis.
- A signed consent form is required for all junior programmes.
- Players must inform us of any medical condition, or disability, which may be relevant to the adult or child booked on to a tennis course. Players must also notify us of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. It is our policy to include any such individuals within the scheduled courses wherever possible, but we reserve the right to refuse the booking if we are regrettably unable to accommodate the needs of the individual.
- The coaching staff and Management will advise any attendee of a more appropriate session or have the right to exclude them from a session if they are not the right standard.
- Refer also to the Cancellation Policy.

PRE-BOOKED SESSIONS

- Registration should be completed prior to the course start date.
- Payment must be made on registration to secure a place.
- Places are sold on a first-come first-serve basis.
- A signed consent form is required for all junior programmes.
- Once the maximum number of attendees is reached, a waiting list will be created and attendees contacted if the programme is to be extended.
- If a course is undersubscribed and cancelled, the Head Coach will suggest alternative arrangements to attendees.
- All pre-booked sessions are non-refundable
- Players must inform us of any medical condition, or disability, which may be relevant to the adult or child booked on to a tennis course. Players must also notify us of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. It is our policy to include any such

individuals within the scheduled courses wherever possible, but we reserve the right to refuse the booking if we are regrettably unable to accommodate the needs of the individual.

- We reserve the right to refuse entry to a course /session or advise a more appropriate session if any participant is found not to be of the correct age/ability, or is unable to complete a course due to being in the incorrect age/ability group.
- All sessions in a course are for the named player and are not transferable.
- Refer also to the Cancellation Policy

JUNIOR COACHING

- All children booked onto junior tennis courses are fully supervised, but we cannot undertake to supervise children using the courts at other times.
- All children booked onto junior tennis courses and camps must bring appropriate weather protection on court at the beginning of the session. They are not permitted to leave the court without permission from the coach.

INDIVIDUAL COACHING

- Individual coaching sessions are arranged directly with the coach concerned.
- Refer also to the Cancellation Policy

CANCELLATION POLICY

COURSES AND SQUADS

- Any decision to cancel a session due to rain/snow is based on the extent to which courts are affected, and in the case of young players, if rain is likely to be a significant distraction or result in a negative experience. Some sessions go ahead in rain.
- If the weather forecast prior to the session is poor, any decision to cancel will be made by the Head Coach as late as is reasonably possible. Whenever possible, customers will be sent an email/text once a decision to cancel has been made. As a last resort customers should call Head Coach Mahmuda Jafarey – 07813 163430 for an update. Please bear in mind difficulties in trying to predict the British weather. Our overall intention is for as many sessions as possible to go ahead.
- If a session runs over half of the designated time and is interrupted due to weather conditions, the session is considered a full session and no credit will be issued.
- If a session is cancelled or interrupted due to bad weather conditions before half of the session is completed, the Head Coach will offer an alternative session.
- In the unlikely event of insufficient numbers, we reserve the right to cancel courses in advance of the start date. A full refund will then be given.
- If the participant is absent from a session for a reason other than OnTheBallTennis cancelling the session due to adverse weather, he/she is choosing to forfeit the time and there is no refund.

DROP-IN SESSIONS

- Any decision to cancel a session due to rain is based on the extent to which courts are affected and in the case of young players, if the rain is likely to be a significant distraction or result in a bad experience. Some sessions go ahead in rain.
- If the weather forecast prior to the session is poor, any decision to cancel will be made by the Head Coach as late as is reasonably possible. Customers seeking clarification should call the Head Coach Mahmuda Jafarey – 07813 163430 for an update. Our overall intention is for as many sessions as possible to go ahead.

INDIVIDUAL COACHING

Players cancelling individual coaching sessions less than 24 hours before start time are liable to pay the coach in full.