



# ROSIE CLARK

TENNIS COACHING : **PLAY YOUR GAME**

## Terms & Conditions

### Coaching Programme

If, for whatever reason, you feel that you have booked the wrong lessons or course, or are not happy with the classes in any way, we operate a refund policy. Notify us, in writing at no later than 7 days after you first lesson and we will offer you a full refund. Cancellation after that time is not covered by our refund policy and must comply to our terms and conditions (below).

- 1) Full payment is required in advance to reserve a place in the group coaching programme. Once a coaching group has been booked, it cannot be refunded after 7 days of the original booking except in exceptional circumstances, and only at the discretion of Rosie Clark Tennis Coaching. Any refund may be subject to an administration fee.
- 2) Renewal of coaching course fees happens in line with school terms. It is the responsibility of the customer to renew their place for the next term by booking and paying online at [www.rosieclarktenniscoaching.co.uk](http://www.rosieclarktenniscoaching.co.uk). A priority booking alert is emailed to customers already in the programme.
- 3) No refunds will be given for non-attendance at group coaching lessons.
- 4) A refund or credit may be available if you have a valid medical reason which prevents you/your child from attending 3 or more classes in a row.
- 5) If you are experiencing financial difficulties please get in touch to discuss your situation.
- 6) It is the responsibility of Parents/Guardians to advise any change of details for players – including emergency contact numbers and medical information. Please update in the Members Area of your online account.
- 7) Children must be dropped off and collected at the appropriate times for classes. They are only the responsibility of the Coach when taking part in the session they are enrolled for. Please see the Player Safety document for further information.
- 8) In the case of bad weather you will be informed by email, text or call a minimum of an hour before your scheduled session. Coaching will only be cancelled if the weather is deemed to be unsafe. Please assume lessons are on unless contacted. Cancelled sessions will be credited to your account. Credit can be used towards any coaching, tournaments or cardio tennis.
- 9) Any player transfer between courses must be authorised by Rosie Clark Tennis Coaching, and any amendments to session price will be applied to your account at the time of session transfer.
- 10) We reserve the right to cancel any session that is under subscribed. If this occurs, you will receive a full refund.
- 11) Some tennis clubs require participants to be Club Members. Your tennis club membership should be paid via the specific club's website. This is separate to your coaching payment.