



## **EA Tennis Terms and Conditions**

EA Tennis fully embraces the safeguarding and diversity & inclusion guidelines set down by the LTA. We are committed to prioritising the well-being of all children and adults at risk, promoting safeguarding, diversity and inclusion in our organisation at all times, including all courses, individual coaching sessions and events we run. Our policies state how we strive to minimise risk, deliver a positive tennis experience for everyone and respond appropriately to all concerns/disclosures. All players, visitors & customers are expected to abide by our general rule.

### **2. Acceptance of Terms and Conditions.**

- These Terms and Conditions and any Registration Forms you have signed constitute the entire agreement between you and us in connection with your booking, purchase or use of our services superseding any prior agreements between you and us.
- All those wishing to attend a Tennis session must agree to the terms and conditions set out below. The Terms shall be deemed to have been accepted upon payment of the Fee.
- These are the terms and conditions on which we provide Tennis sessions to you.
- In the unlikely event of a customer failing to abide by these terms and conditions, a customer may be requested to discontinue. In this instance, we will be under no obligation to provide a refund for any outstanding lessons.

### **Booking & Payment**

- During the booking process, you will be asked to read and agree to our Terms and Conditions (this document). Upon completion, you will receive a confirmation detailing what you have booked, information about the time/location of your Session
- Lessons are paid for in advance and must be paid in full prior to the commencing of the Session.

- If your session fee changes you will be notified of your revised payment schedule.

### **Credits (GIFT CARDS)**

- Credits may be purchased in denominations of £50, £100, £200, £500 a combination thereof. Credits are nonrefundable.
- Credits expire after 2 years.
- Credits have no redeemable cash value.

### **Cancellation**

- If sessions are cancelled as a result of an “Act of God” (e.g. disruption resulting from extreme weather conditions, earthquakes, etc), strikes, terrorist activity, or where local authorities/public guidance advice that classes should be temporarily suspended for health or other reasons, then neither refunds nor credits shall be given.
- If a lesson is cancelled by the Tennis coach, we will offer you a credit for the value of the cancelled lesson.

### **Attendance**

- Your session payment has reserved your place just for you, and if you miss a lesson for any reason, we are unable to refund you.
- Cancellations of Tennis Sessions will only receive a refund if you give 48 hours' notice before the session is due to commence.

### **Client's Responsibility**

- The information provided is accurate in all respects, and the customer will notify the tennis coach of any change in such information immediately.
- It is the client's responsibility to inform the Tennis coach of any condition that could affect their capabilities during sessions. You must agree to inform us of any changes as soon as you become aware of them. All information provided to us will be treated as strictly confidential.

- Clients are expected to behave in a civilised and respectful manner at all times towards the Coaches, other customers and any members of the public who are on the Premises.
- Clients must inform us of any medical condition or disability relevant to the person booked into an activity and 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 programmes wherever possible, but we reserve the right to refuse the booking if we are unable to accommodate the requirements of any individual.

### **Complaint's Procedure**

- EA Tennis strives to provide a safe and inclusive environment for everyone. Should you have any concerns during your visit, inform the Head coach immediately. Please refer to EA Tennis Safeguarding Policy for any further information.
- EA Tennis is not affiliated/partnered with Bacon's College School or Bacon's College Community Centre. Any complaints should be directed to the Head coach via email (eatenniscoach@gmail.com)

References to “”, “we”, “us” and “our” should be construed as references to EA Tennis