

## **Terms & Condition's / Cancellation Policy**

### **Terms & Conditions**

BASELINE TENNIS Centres are committed to safeguarding and promoting the well-being of customers and players. Everyone associated with the centre should show respect and understanding for the safety and welfare of others. Users are encouraged to share concerns about any aspect of operations and facilities. All players and visitors are expected to abide by the rules of the tennis centre.

### **General**

- Tennis centres are strictly NON-smoking.
- Riding of bicycles and scooters is strictly prohibited on the tennis courts.
- Bicycles must only be left in the bicycle racks provided.
- People not playing tennis should respect players on court by not making too much noise or causing any distractions.
- Please respect your own and others' possessions.
- Damage caused whilst at BASELINETENNIS is chargeable to the offender(s). To the extent permitted by law, BASELINETENNIS will not accept responsibility for any injuries incurred during play at our venues in any weather/ground conditions.
- BASELINETENNIS accepts no responsibility for items lost, stolen or damaged on the premises.
- Appropriate sporting attire should be worn on court and shirts must be worn at all times.  
Players are required to wear non-marking footwear when on court.

### **Coaching: Group coaching courses, squads and camps**

- 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 Senior Coach/centre staff will suggest alternative arrangements to attendees.
- A missed session may be caught up only via another suitable session at the discretion of the Senior Coach. The arrangement must be made in advance.
- Missed sessions may not be transferred to another in session and will not be credited unless there are exceptional circumstances e.g. doctors note
- Sessions will run irrespective of the weather. Play will continue in the rain whenever safety is not compromised. If necessary, coaches use wet weather resources to aid off court learning.
- Players must inform us of any medical condition, disability, or medication taken which may be relevant to the child's safety on the tennis court. 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 sessions wherever possible, but we reserve the right to refuse the booking if we are regrettably unable to accommodate the needs of the individual at Baseline Tennis.
- We reserve the right to refuse inclusion in a session or advise a more appropriate session if any participant is found not to be of the correct age/ability
- We are unable to accept replacements in lieu of your booking.





## Junior coaching

- All children are fully supervised, but we cannot undertake to supervise children using the courts at other times.
- Parents/carers are encouraged to stay and observe the sessions, we do insist that this is done at a safe distance and are not a distraction to the children or the session
- All children booked onto junior tennis sessions 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.
- Permission for children to go home alone must be given in writing. If written permission is not received and contact cannot be made with parent/guardian, we will keep the child until they are picked up or contact is made.

## Cancellation Policy

### Courses, Squads and Camps

- Where the participant wishes to cancel a session or camp, and is not in a position to transfer his/her place to another person or another session/camp, then the following arrangements apply:
  - session/camp registration cancelled more than 14 days before the first session will be charged an administrative fee of £15, and refunded 100% of the registration fees;
  - Registration cancelled no less than 7 days before the event will be charged an administrative fee of £15, and refunded 50% of the registration fees;
  - Registration cancelled fewer than 7 days before the event will not be eligible for a refund.
  - Any decision to cancel a session due to rain/snow is based on the extent to which courts have puddles/are slippery, 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 Senior Coach as late as is reasonably possible. Whenever possible, customers will be sent a text message once a decision to cancel has been made. 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 interrupted due to bad weather conditions before half of the session is completed, the player can request a credit note to be applied to their account.
  - For Camps, if the weather is inclement, the Senior Coach will run the session unless an official cancellation has been communicated. In such circumstances, a credit note will be offered.
  - If a programme session is cancelled (by BASELINE TENNIS), the customer should request a credit.
- **In the unlikely event of insufficient numbers, we reserve the right to cancel camps one week 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 BASELINETENNIS cancelling the session due to adverse weather, he/she is choosing to forfeit the time. Only in exceptional circumstances e.g. on presentation of a doctor's note, will discretion be used to calculate the pro rata rate of the session and a credit note issued.

