

## TENNIS 360 TERMS & CONDITIONS 2019

### Junior Groups & Squads

1. Students are confirmed for a spot in group lessons with term payment. This must be paid and received by lesson 3 in the term.
2. Group lessons have to be attended and abided according to all our set term dates.
3. Students enrolling after the term start will be charged for the number of remaining lessons in the term, starting from their 1<sup>st</sup> lesson attended, pro-rated at our per session rates. There is no concession for lessons missed in between.
4. There will be no re-scheduling or replacement dates for group lessons missed, unless lessons are cancelled by Tennis 360 due to poor weather or unavoidable facility issues. In such instances, such lessons will be re-scheduled on a Friday during the term, at the same time as the original schedule.
5. Request for transfer to another Tennis 360 location will be decided at the discretion of the coach and company.
6. Students must sign in on coach's register at every lesson attended.
7. Should students arrive late, past the appointed start time, Tennis 360 is not obliged to extend the duration of the lesson beyond the appointed end time.
8. In the event of unexpected and unforeseen circumstances where the regular coach is unavailable, students may be occasionally placed with a different coach/class. However, we will take great care to avoid this, where possible.
9. No refunds for unused or unfinished lessons will be entertained.
10. Tennis 360 reserves the right to exercise discretion to make up lessons for students missing 3 or more lessons in a term. The 1<sup>st</sup> option for group make up sessions (for missed lessons with VALID MEDICAL REASONS) is to offer alternate days/times which must be attended within the term. Failing which, private lessons will be offered within the same season, subject to the coach's schedule and availability, according to the following:
  - 3 missed lessons = 1 Private 45mins
  - 4 missed lessons = 1 Private 60mins
  - 5 missed lessons = 1 Private 60 mins
  - 6 missed lessons = 2 Private 45 mins
  - 7 missed lessons = 2 Private 45 mins
  - 8 missed lessons = 2 Private 60 mins
  - 9 missed lessons = 3 Private 45 mins
  - 10 or more missed lessons = 3 Private 45 mins

### DISCLAIMERS:

- Tennis 360 hold no responsibility for accidents, past or present injuries and illnesses or disabilities sustained during lessons or being present at any of our facilities.
- Our students are advised to wear appropriate footwear and clothing during their lessons for proper support for tennis movements and general safety
- Filming and photography will take place during clinics, lessons and events at Tennis 360's venues. By joining, you are consenting to the recording of your likeness and/or

voice and you permit Tennis 360 (and partners), to use these images / footage, rights-free, for the purposes of marketing, unless you inform us of your objection in advance by email to [info@tennisthreesixty.com](mailto:info@tennisthreesixty.com)