

## TENNIS 360 TERMS & CONDITIONS 2019

### Private & Semi-Private Lessons

1. A pack of 10 sessions purchased is valid for 12 months from the 1<sup>st</sup> lesson, and is transferable to another player, in the event of relocation, injury or extended illness.
2. Clients must sign in on coach's register at every lesson attended.
3. No Private/Semi-Private lessons may continue past the 3<sup>rd</sup> session if dues for previous lessons have not been settled.
4. It is the responsibility of the respective players in a Semi-Private lesson to inform each other if they are unable to keep to their scheduled date and time. The absent player who failed to do so will not be compensated with a replaced lesson. However, if given 24 hrs notice by email, the scheduled lesson may be re-scheduled if both players are in agreement.
5. Private or Semi-Private lessons may be re-scheduled to another date or time subject to coach's availability, or cancelled after confirming the booking. However this must be communicated with **at least 24hrs notice via email** to [info@tennisthreesixty.com](mailto:info@tennisthreesixty.com). Failure to do so will incur full charges being applied.
6. As goodwill, in each calendar year from 1 Jan to 31 Dec, a no-show or the 1<sup>st</sup> last minute cancellation with less than 24hrs notice given will be exempted from charges but recorded. Subsequent failure to show or last-minute cancellations with less than 24hrs notice by email will result in full charges being applied.
7. Should clients 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. Our coaches are fully committed to being present for every lesson, ahead or on time. But if they are unavoidably delayed for up to 15mins, they will add the 15 mins to the next lesson or to a lesson when their schedule permits.
9. If our coach does not show up for a confirmed booking or is not present after 15mins of the scheduled start time, the next lesson will be free of charge.
10. No refunds for unused or unfinished sessions will be given. In the event of medical proof provided for prolonged illnesses or extended injury, paid unfinished lessons in a pack can be extended past 12 months from 1<sup>st</sup> lesson.
11. In the event of poor weather conditions, please call 04-447-8960 or email our office at [info@tennisthreesixty.com](mailto:info@tennisthreesixty.com) **an hour** in advance to check on the status of your lesson.

### 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 clients 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)