

TERMS AND CONDITIONS





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EMMA WELLS TENNIS FULLY EMBRACE 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, INCLUDING FOLLOWING SAFER RECRUITMENT PROCEDURES, DELIVER A POSITIVE TENNIS EXPERIENCE FOR EVERYONE AND RESPOND APPROPRIATELY TO ALL CONCERNS/DISCLOSURES.

ALL PLAYERS, VISITORS & CLIENTS ARE EXPECTED TO ABIDE BY OUR GENERAL RULES OF USE, AND WE ENCOURAGE ALL TO SHARE CONCERNS ABOUT ANY ASPECT OF OPERATIONS & FACILITIES.

1. GROUP COACHING: COURSES, SQUADS & CAMPS

- REGISTRATIONS AND PAYMENTS CAN ONLY BE MADE ONLINE.
- PLACES ARE SOLD ON A FIRST-COME FIRST-SERVED BASIS, WITH THE EXCEPTION OF TERM TIME WHERE PROGRAMMES WHICH OPERATE WITH PRIORITY BOOKING WINDOW, FOR THOSE PLAYERS WHO ARE BOOKED ON THE CURRENT TERM TIME PROGRAMME.
- CONSENT INFORMATION IS REQUIRED FOR ALL JUNIOR PROGRAMMES.
- ONCE THE MAXIMUM NUMBER OF ATTENDEES ARE REACHED, A WAITING LIST MAY BE CREATED AND CUSTOMERS WILL BE CONTACTED IF PLACES BECOME AVAILABLE.
- IF A COURSE IS UNDERSUBSCRIBED AND CANCELLED, THE SENIOR COACH/CENTRE STAFF WILL SUGGEST ALTERNATIVE ARRANGEMENTS TO ATTENDEES.
- A MISSED COURSE SESSION MAY BE REPLACED ONLY WITH ANOTHER SUITABLE SESSION AT THE SOLE DISCRETION OF THE EMMA WELLS TENNIS OFF COURT CENTRE TEAM. THE ARRANGEMENT MUST BE MADE IN ADVANCE AND SCHEDULED IN.
- MISSED SESSIONS WILL NOT BE CREDITED UNLESS THERE ARE EXCEPTIONAL CIRCUMSTANCES E.G. DOCTOR'S NOTE.
- ALL COURSES WILL AIM TO GO AHEAD IRRESPECTIVE OF THE WEATHER. PLAY WILL ONLY STOP DUE TO HEAVY AND CONTINUOUS RAIN WITH NO SIGN OF STOPPING AND WITH THE COURTS BECOMING UNPLAYABLE.
- WE WILL CONTINUE IN INCLEMENT WEATHER AT THE COACHES' DISCRETION. IF NECESSARY, COACHES WILL UTILISE WET WEATHER RESOURCES TO AID OFF COURT LEARNING.

2. GROUP COACHING: JUNIOR COACHING

- ALL CHILDREN BOOKED ONTO JUNIOR COURSES AND CAMPS ARE FULLY SUPERVISED, BUT WE CANNOT SUPERVISE CHILDREN USING THE COURTS AT OTHER TIMES.
- ALL CHILDREN BOOKED ONTO JUNIOR COURSES 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 BE RELEASED AND GO HOME ALONE MUST BE GIVEN IN WRITING TO ADMIN@EMMAWELLSTENNIS.COM. IF WRITTEN PERMISSION IS NOT RECEIVED AND CONTACT CANNOT BE MADE WITH A PARENT/GUARDIAN, WE WILL KEEP THE CHILD UNTIL THEY ARE PICKED UP OR CONTACT IS MADE. WE RESERVE THE RIGHT TO CHARGE FOR THIS SUPERVISION AT THE RATE OF £10.00 FOR EVERY 30 MINUTES.

BOOKINGS:

ALL COURSES SHOULD BE BOOKED AND PAID FOR IN ADVANCE ONLINE PRIOR TO ENTERING THE SESSION. PLEASE INCLUDE AN INFORMATION ON HEALTH ISSUES AND LEARNING DISABILITIES DURING THE BOOKING PROCESS AND EMAIL US SO WE CAN HELP WITH YOUR BOOKING.



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TOURNAMENTS

- IN THE EVENT OF INCLEMENT WEATHER (E.G. RAIN), IF THE TOURNAMENT CANNOT BE COMPLETED WITH MORE THAN 50% OF THE TIME REMAINING A 50% CREDIT OF THAT FEE WILL BE APPLIED TO THE PLAYERS ACCOUNT.
- IF THE TOURNAMENT IS CANCELLED IN ADVANCE A FULL CREDIT WILL BE ISSUED. IF A TOURNAMENT IS UNDERSUBSCRIBED AND CANCELLED AND DOES NOT GO AHEAD, A CREDIT IS APPLIED TO THE PLAYER'S TENNIS ACCOUNT.

WARMING UP:

WE RECOMMEND WARMING UP BEFORE THE SESSION START, SO YOU OR YOUR CHILD ARE READY TO PLAY. A SUITABLE WARMUP COULD BE AS SIMPLE AS JOGGING AND CYCLING TO THE COURTS. IF YOU OR YOUR CHILD HAS A CONDITION THAT THE COACHING TEAM NEED TO BE AWARE OF, PLEASE ADD AS A NOTE ON THE BOOKING OR EMAIL INTO ADMIN@EMMAWELLSTENNIS.COM

CANCELLATIONS:

FOR COURSES/HOLIDAY CAMPS WE WOULD REQUIRE 7 DAYS' NOTICE BEFORE THE START OF THE COURSE/CAMP IN ORDER TO ISSUE A CREDIT IN YOUR ACCOUNT FOR FUTURE BOOKINGS.

PRIVATE LESSON POLICY:

FOR PRIVATE LESSONS, THERE IS A 48-HOUR CHANGE POLICY.

IF CANCELLED WITHIN THIS TIME PERIOD NO CREDITS OR REFUNDS WILL BE GIVEN. IF YOU/YOUR CHILD ARE INJURED, PLEASE PROVIDE A MEDICAL NOTE DEEMING UNFIT TO PLAY, AND WE WILL CREDIT YOUR SESSION/COURSE TO YOUR DESIGNATED COURT RESERVE ACCOUNT. WHILE WE WILL ALWAYS OFFER CREDIT NOTES, CLASSES ARE NON-REFUNDABLE.

EMMA WELLS TENNIS RESERVES THE RIGHT TO CANCEL COURSES WHICH ARE UNDERSUBSCRIBED. IN SUCH CASES WE WILL TRY TO OFFER FOR THE PARTICIPANTS TO JOIN OTHER COURSES/SESSIONS. THE CLUB WILL ENSURE THAT IN THE EVENT OF A CANCELLATION PARTICIPANTS ARE APPROPRIATELY INFORMED AND CREDITED WHEN NECESSARY.

COMPANY RAIN POLICY:

ALL SESSIONS CARRY ON UNLESS NOTIFIED BY THE COACHING TEAM 60 MINS PRIOR TO THE SESSION WHERE A DECISION WILL BE MADE IF THE COURTS ARE UNPLAYABLE. IN THIS EVENT A CREDIT NOTE WILL BE ISSUED. NO REFUNDS ARE TO BE GIVEN.

IN THE EVENT OF INCLEMENT WEATHER (E.G. RAIN), THE EXTENT TO WHICH A WEEKLY SESSION IS DEEMED TO HAVE TAKEN PLACE IS DEPENDENT ON THE AMOUNT OF TIME ON COURT. IF LESS THAN 50% IS COMPLETED OF EACH SESSION, 100% CREDIT OF THAT SESSION FEE WILL BE APPLIED TO THE PLAYERS ACCOUNT.

CREDITS

CREDITS EXPIRE AFTER 2 YEARS.

TRANSFERS OF CREDITS ARE LIMITED TO EXCEPTIONAL CIRCUMSTANCES

CREDITS HAVE NO REDEEMABLE CASH VALUE.