

## Aberdeen Tennis Academy Terms & Conditions

### Customers paying by Direct Debit

- You are committing to a contract with a minimum period of one month.
- Please refer to Sport Aberdeen's Direct Debit Terms & Conditions for further details: <https://www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions/>
- If you wish to cancel your classes following the one-month minimum period, one month's written notice is required from the renewal date (1<sup>st</sup> of every month).
- If you no longer wish to continue with classes, please complete [this form](#) to begin the cancellation process.

### Refunds

- Once payment has been made for classes, refunds or credits will only be considered under exceptional circumstances: for example, where a participant suffers a substantial period of illness or hospitalisation that can be supported by medical evidence. In such cases, all credits due will be offered as a discount on the next set of course fees. No refunds / credits will be backdated beyond the date of notification.
- Requests must be made in writing to [coachedprogrammes@sportaberdeen.co.uk](mailto:coachedprogrammes@sportaberdeen.co.uk) where each case will be considered. Requests should provide a detailed explanation of the circumstances surrounding the pupil's inability to attend classes and must be accompanied by medical evidence wherever possible.

### Booking and Administration

- All classes except pre-school operate as a 50-week continuous programme, with a break over the Christmas period.
- Pre-school sessions are Pay and Play classes booked on a week to week basis.
- It is the responsibility of the parent / adult participant to ensure that Sport Aberdeen holds up to date contact details. Payment / change of class correspondence is primarily through email, so it is extremely important that we have a current email address to benefit from this correspondence. If you need to update your details, please advise the venue staff or contact [coachedprogrammes@sportaberdeen.co.uk](mailto:coachedprogrammes@sportaberdeen.co.uk)
- If a participant has been allocated into a class level that we determine is not suitable for them, the team will decide on the appropriate action to take. This may involve moving to an alternate class, a temporary freeze on attendance while an alternate class is found or cancellation of the membership.

### Cancellation of classes by Sport Aberdeen

- If a class has been cancelled in advance, notice will be given via email or text alert.
- It is very important that you take your child/ren into the building to confirm that classes are going ahead. It is also essential that we have an up to date contact telephone number and email address.
- In the event of the classes being cancelled due to severe weather please also check for updates on the Sport Aberdeen website and social media.
- In the unfortunate event of classes being cancelled, quarterly checks on cancellations will be carried out and participants with more than one cancellation per quarter will be refunded accordingly from their next Direct Debit payment.

## **Expected General Behaviours & Standards**

### **Clothing / Equipment**

- Participants should be dressed in appropriate clothing for tennis/sport, including non-marking trainers. Children with long hair must have it tied back.
- Please bring a drink and a jacket / jumper as the class may go outside.
- Venue staff are not responsible for personal belongings and no items of value should be brought to the court side.
- Please make use of the lockers provided. Any items left unattended may be removed and placed in lost property.
- If possible, please bring your own racket. There is however a limited supply of shared rackets for those not able to do so.

### **Behaviour**

- All participants and accompanying adults / children must behave in a way that is not disruptive to other participants, coaches or facility staff.
- Any conduct that is deemed disruptive or which affects the safety of others will result in the individual being removed from the class and potentially from the programme.

### **Supervision**

- All children under age 12 should be accompanied into the facility to confirm that classes are going ahead before parents / guardians leave the premises.
- Children under 8 years can use either the male or female changing rooms as long as they are closely supervised at all times by the appropriate parent for that area. Children 8 years and older must use the appropriate changing room.
- For Pre-school classes, an adult must also participate with the child throughout the lesson.
- Parents / guardians of children under the age of 8 years old must remain on site and the child must always be supervised throughout the building. You may be required to assist with toilet breaks.
- Parents / guardians must ensure that any siblings of participants are always fully supervised within the building.
- Parents / guardians must ensure they are on time to collect their child after lessons: children will make their own way from the court to the foyer / changing rooms where they should be collected / supervised as necessary. Coaches are only responsible for participants during their lesson which does not include the changing rooms before or after lessons.

### **Illness**

- If a child has had sickness or diarrhoea within the previous 48 hours, they must not attend the class.
- You do not need to report absence due to illness to us, unless it is likely to be a long-term absence.

### **Health & Safety**

- Participants should wait until the class starts to enter the court space. Please do not arrive early to play tennis with your child unless you have a court booked.
- All areas must be kept free from obstacles for health and safety reasons and we would appreciate parents' vigilance in this area.

- Participants should only access public areas and not put themselves at risk by going into unsafe areas, for example behind the curtains and the coach's cupboard.
- Parents or adult participants must inform the venue staff of any conditions which may affect the enjoyment or safety of the participant.

#### **General Guidance**

- No food is to be consumed on the court.
- Parents, relatives or friends of the participant are permitted to spectate however, should a spectator be distracting to a participant, the spectator may be asked to leave the viewing area.
- No photography, filming or electronic devices are permitted to be used in building in accordance with our Child Protection policies. If you use an electronic device such as a mobile phone, then you will be asked to leave the area.
- Please do not distract the coach during the session. If you would like to discuss your class, please speak to the reception staff.