Aberdeen Tennis Academy – Membership Terms, Conditions & Customer Information

For full details of Sport Aberdeen's general **Direct Debit Terms & Conditions**, please visit: www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions

1. Membership Commitment

- By enrolling in Aberdeen Tennis Academy classes, you are entering into a **minimum contract of one month**.
- To **cancel your tennis classes** after the minimum contract period, one calendar month's **written notice** is required from the renewal date (1st of each month).
- If you wish to cancel, please complete the **Coached Programmes Cancellation Form** to begin the process.

2. Booking and Administration

- Our Coached Programmes operate as a **continuous 50-week programme**, with a two-week break over Christmas.
- Details of any additional cancellation dates will be communicated to participants.
- It is the responsibility of the parent / guardian or adult participant to ensure Sport Aberdeen holds up-to-date contact details, particularly a current email address.
- If a participant is allocated to a class level deemed unsuitable, the team may recommend moving to an alternate class, temporarily freezing the membership, or cancelling it if no suitable option is available.
- Once payment has been made, refunds or credits will only be considered in exceptional circumstances — for example, where a participant experiences a significant illness or hospitalisation, supported by medical evidence. Approved credits will be applied as a discount on future course fees. Refunds or credits cannot be backdated beyond the date of notification. Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk , including a detailed explanation and supporting medical evidence where possible.

3. Class Cancellations by Sport Aberdeen

- Programmes operate 50 weeks per year, and your membership price entitles you to a minimum delivery of **46 classes**. This allows for one class cancellation per quarter without affecting your payment.

- If more than one cancellation occurs within a quarter, the value of any additional cancellations will be **credited against a future month's payment**.
- Advance notice of cancellations will be provided via email or text alert.
- As venue closures can occur unexpectedly, please always accompany your child into the building to confirm lessons are running. Ensure Sport Aberdeen has your current phone number and email address.
- In the event of severe weather, please check the Sport Aberdeen website and social media for updates.

4. General Behaviour and Standards

Clothing

- 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 classes may go outside.
- Venue staff are not responsible for personal belongings and items of value should not be brought to the court side wherever possible.
- 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.

5. Supervision

- All children under 12 years of age should be accompanied into the facility to confirm that classes are going ahead before parents / guardians leave the premises.
- Parents / guardians accompanying children under 8 years should use the changing room appropriate for the parent's gender; children 8 years and over must use the appropriate changing room for the child's gender.
- 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 any other area before or after lessons.

6. Illness

- Participants must not attend lessons if they have experienced sickness or diarrhoea within the past 48 hours.
- Absences do not need to be reported unless long-term, i.e. 3-weeks or longer.

7. 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 / Guardians or Adult participants should notify the Coached Programmes team of any medical conditions or additional needs that may be relevant to their participation in the class.

8. 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.