



Downend & Frenchay Tennis Club

Group Coaching Terms & Conditions:

1. Booking for coaching sessions should be made online in advance at www.downendandfrenchay.co.uk
2. Coaching sessions must be booked in the name of the player and are non-transferable to anyone else.
3. Places on our coaching programmes are subject to availability and are sold on a first come first served basis. We do not have a priority booking system for players on group coaching courses.
4. If any single coaching group session is sold out, a waiting list will be created and players who have indicated their wish to join the class will be contacted if a place becomes available.
5. If a player misses a session we are unable to offer a refund, credit or make-up session.
6. Players booking and attending a coaching session are assumed to be fully fit. If this is not the case, the player or their guardian must inform the coach at the outset of the lesson in advance of any medical condition or disability which may be relevant to the coaching session. This should also be recorded in advance on the player's ClubSpark profile. We must also be notified of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. We will always try to include any such individuals within our coaching programme wherever possible. **If players attend with any Covid symptoms, we reserve the right to refuse entry to the class.**
7. Junior players must have on their ClubSpark profile an emergency contact number and email address which is relevant at the time of the lesson, so that a parent or guardian may be contacted in the event of an emergency.

8. Players bringing any medical equipment to their lesson must indicate to the coach at the outset of the lesson the location of the medical equipment so it can be located quickly and easily in the event of an emergency.
9. DFTC reserves the right to refuse entry onto a coaching course, or advise a more appropriate session if any participant is found not to be of the appropriate age/ability for the group.
10. In the case of a coaching session with too few players booked on, we reserve the right to cancel that session and offer a credit or a refund.
11. While every effort will be made to provide the coach advertised for a specific session, we reserve the right to change that coach and offer a suitable alternative coach for the session.
12. On booking a group coaching course, players will receive a booking confirmation listing the classes which have been booked. We reserve the right to amend these classes.
13. Photo Policy:

We are proud of the tennis coaching we offer and like to be able to share the fun and success of our players with others. To this end we like to use photos and videos of our players including adults and children in our promotional material and on social media. All of our players and contacts are invited to opt in and register their consent for the use of such photos and videos on their personal ClubSpark profile page. It is always possible to update your consent and that of any children via your personal profile on your ClubSpark account.

We undertake to use the images and videos in line with the LTA policy 'Photography and Recording' which can be found here. <http://www.lta.org.uk/globalassets/about-lta/safeguarding/recording-and-publishing-images-policy.pdf>. The opt in on ClubSpark will constitute the necessary written consent mentioned in the policy above.

If anyone is ever unhappy about the use of a particular photo or video, please notify us and we will remove it.

14. Weather Policy:

In the event of extreme weather conditions where it becomes unsafe to play, a group coaching session may be cancelled. The decision on whether to cancel a session for health and safety reasons will be taken by the Coach responsible for that session.

Most sessions will go ahead in poor weather conditions. **Please assume in the first instance that all sessions will go ahead and bring suitable waterproof or cold weather clothing for the conditions.**

If the weather is poor then please check your emails as an email will be sent out indicating that the session has been cancelled approximately 45min before the session where possible.

Sometimes, decisions will be taken last minute, as the weather is so changeable. While we are always keen for sessions to go ahead, please respect that the health and safety of our players and coaches is our number one priority.

On the extremely rare occasion where a session has to be cancelled no refunds or credit can be claimed unless a session has had to be cancelled twice or more within the same term. In this instance an alternative session will be offered.

Please note that holiday camps will not be cancelled in the event of bad weather. If it is not possible to play outside because of weather conditions, children will undertake indoor activities. No refunds will be given for bad weather in the case of holiday camps.

At DFTC we are committed to the safety and well-being of players, & spectators. If you have any comments or concerns about the venue, our coaches or any other aspect of our service, please let us know at info@downendandfrenchay.co.uk

For any safeguarding or welfare concerns please contact Sylvia Chambers, the clubs designated welfare officer:
sylvia.chambers@btinternet.com