

## Terms & Conditions

1. Cancellations: All cancellations must be made by the person who made the booking. Cancellation notice must be sent to us in writing by post or email and shall take effect upon the date of receipt by us (or where this is not a business day, the following business day).

2. Cancellation charges: If you have to cancel your booking, you will be charged according to the following scale:

- Up to 14 days before the start date: 50% charge
- Between 13 days and start date: 100% charge (including 'no show')
- Leaving early: 100% charge

\* The "start date" is the first day of the whole period booked

3. You may be able to reclaim cancellation charges under your insurance policy.

4. Occasionally, it may be necessary to postpone or cancel a confirmed booking. We have the right to change or terminate your contract in the event (i) we are prevented from performing your contracted camp as a result of unavoidable and extraordinary circumstances and we notify you of this as soon as reasonably possible or (ii) that the minimum number of bookings necessary for us to operate your group tennis course has not been achieved and we notify you of the change for this reason as referred to in clause 9. Where we have to postpone or cancel your booking in these circumstances you will receive a full refund.

5. Unavoidable and extraordinary circumstances. In these booking conditions, unavoidable and extraordinary circumstances mean a situation which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include but are not limited to (whether actual or threatened) war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, pandemics, epidemics, quarantine, acts of government, acts of god, industrial dispute, natural disaster, adverse weather conditions, fire, flood, an outbreak of a serious illness. For the avoidance of doubt, unavoidable and extraordinary circumstances also include the coronavirus pandemic (and any further mutation or iteration of this virus) and its impact such as travel restrictions and the measures and other action being taken by governments, public authorities and businesses to control and manage its effects (such as the implementation of social distancing)

6. Whilst every effort is made to ensure that our tennis coaching programmes are completed, where there is curtailment or abandonment due to adverse weather conditions (the decision for which rests solely with the Head Coach), we cannot accept any liability for any loss suffered as a result nor make full or partial refunds. By booking with us you are deemed to accept the risk that weather conditions may adversely affect, in whole or in part, the number of coaching hours to be provided.

7. Bookings are made on the understanding that any participant may be photographed and/or filmed for any publication or production relating to our courses. Please notify us if you do not agree with this use of photographs / films.

8. We reserve the right to reject any applicant for participation on our courses without giving a reason.

9. We reserve the right to expel without refund any participant whose behaviour, in our opinion, is detrimental to the smooth running of our programmes. In these circumstances any costs necessitated by an expulsion (e.g., extra travel costs) will be met by the expelled participant or (where appropriate) by the parents or guardians of the expelled participant.

10. Bookings are accepted only on the basis that all these terms and conditions contained herein have been read and accepted.

11. We reserve the right to make any such alterations to our programmes and to the arrangements relating thereto as we deem necessary. We will provide you with notice of any such changes as soon as reasonably possible.

12. Whilst every effort has been made to ensure that the details describing our camps are correct and whilst we are confident that participants will enjoy the essential elements of what is described, liability cannot be accepted for changes that are out of our control.

13. We take your email address and any essential details at the time of booking in order to email you a confirmation of your booking as well as information that we will require for your stay.

14. In the terms and conditions “we”, “us”, “our” and “Sherborne Tennis coaching” are used to refer to Tennis 1 Ltd.

### **Covid policy**

All participants must complete a LFT 24hrs prior to starting the course and notify the Course Director with results, on [bookings@sherbornetenniscoaching.co.uk](mailto:bookings@sherbornetenniscoaching.co.uk)

Any participant testing positive will not be able to attend the course and will be issued a full refund (minus £50 administration charge) within 14 days.

The wearing of masks will remain in line with Government policy at the time, and is subject to change. Please ensure participants bring masks just in case.

Any further guidance or changes in policy will be communicated up to 7 days before the course start date.

***Updated: 1st March 2022***