



Terms & Conditions

Cancelled Lessons

- 1) If a lesson is cancelled by HC Tennis, for example due to bad weather:
 - a. We will let you know by email 20 mins before the lesson is due to start. It is important that you provide us with an email address that is checked regularly.
 - b. We will do our best to offer you a chance to make up the cancelled lesson. The make-up session will be offered if there is availability in another suitable class and it will be during the same term as the cancelled lesson. The make-up will likely be on a different day of the week to the missed lesson.
 - c. We do not offer refunds. The only option for a cancelled lesson is to make it up by attending another suitable lesson.
 - d. The lesson will be deemed complete if half the lesson has taken place.

- 2) If a lesson is cancelled by yourself, for example due to injury or unavailability:
 - a. If it is a short-term illness or unavailability, we will do our best to offer a make-up lesson subject to availability.
 - b. In the event of a longer-term illness, we will offer credits for the lessons missed during a future term if you sign up for a new term.

Coaches

The current list of coaches is listed on our website.

Complaints

In the event of any complaints or questions please contact us at info@hctennis.co.uk.

Insurance

All our coaches are fully qualified within the Lawn Tennis Association (LTA) framework and therefore have full Public Liability Insurance. As part of the LTA coaching programme and in order to qualify as a coach, each will have the following certificate:

- First Aid
- Enhanced DBS
- Child Safeguarding

On occasion we may use assistant coaches under guidance from the main coaches who will be outside the LTA framework.

In the event of an accident on court the coach will administer first aid before taking further action. Please let us know, prior to lessons, of any medical information and injuries of which the coach should be aware.

Payment

Payment is due within 7 days of the date on the invoice or before the start of the lesson, whichever comes first. If payment is not made within this time frame, we reserve the right to offer your place to another student or to stop lessons until full payment is made.

Photos

We reserve the right to take photos of key events organised by HC Tennis e.g. open days, holiday camps, tournaments, etc. and to display them on our website and on our social media pages. Should you prefer that we not use any photos of you or your child on our website and on social media platforms, please contact us via email and let us know.

Sign-Up

Sign-up by contacting us at info@hctennis.co.uk. Your place is reserved in a class once payment has been received. No refunds will be given and the cancelled lesson policy applies from the point of payment.