

Alsager Lawn Tennis Club Coaching Camps

Terms and Conditions

- When you sign up to a coaching service from us, you are signifying your agreement to these terms and conditions.
- No variation or addition to the Terms shall be binding unless agreed in writing by Alsager Lawn Tennis Club and the Parent or Guardian.
- These Terms constitute the entire agreement between the parties hereto and supersede all prior agreements and understandings between the parties. It is agreed that no statement, promise or inducement whether written or oral alleged to have been made by either party and which is not contained herein shall be binding or form part of this agreement.
- Without prejudice, Alsager Lawn Tennis Club reserves the right to modify, cancel or append to these Terms and Conditions without notice. On renewal of a coach membership or purchase of any Alsager Lawn Tennis Club service, the most recent shall apply.

Payment and Fees

1. Our agreement with you commences once you have subscribed or paid for our online package. See the “Your right to cancel” section for information about your statutory right to withdraw from the agreement.
2. After your coaching membership or paid package has started and while your lessons are continuing, you are required to pay the Direct Debit Payment amount each month on the Direct Debit Payment Date if applicable. You are obliged to make every Direct Debit Payment regardless of non attendance, except, where the Agreement is cancelled in accordance with the cancellation terms below or under your statutory cancellation rights.
3. If applicable, the Direct Debit payment will be collected on the 1st of every month. Where the payment is due to be collected at a weekend or on a Bank Holiday, the payment will be debited from your account up to +/- 3 days from the due date.
4. Once you have signed up to the coaching membership package, you will automatically be enrolled on further lessons and we will continue collecting the Direct Debit Payment Amount every month unless you inform us that you do not want to continue with the lessons.
5. **It is your responsibility to cancel your direct debit. (instructions see below for further information).**

Cancellation

- Alsager Lawn Tennis Club reserves the right to cancel sessions for any reason. In the event of a coaching session being cancelled by Alsager Lawn Tennis Club, we will contact you to arrange an alternative session.
- ***Alsager Lawn Tennis Club does not offer refunds for classes cancelled by parents or guardians.***
- In the event that an Alsager Lawn Tennis Club Coaching session gets cancelled by the coach due to illness and we are unable to get a replacement coach, you will be informed by either email, message or WhatsApp and an extra class will be added at your convenience.
- 'Your right to cancel'. You can cancel your direct debit with your bank at any time. It is your responsibility and any further payments received by Alsager Lawn Tennis Club will not be refunded. Please inform us if you do, so we know to take your child off the attendance register.

Medical

- All coaches are trained in basic first aid (every 3 years) and by accepting these terms you are agreeing for your child to receive basic first aid from our first aid qualified coaches.
- This includes giving a plaster, ice pack or a child's own inhaler to apply themselves.
- It is the responsibility of the player, or in the case of a Junior, the parent/guardian to ensure the player booked on to courses is fully fit. If this is not the case, the player or their parent/guardian must inform the coach at the start of the lesson in advance of any medical condition or disability which may be relevant to the coaching or holiday camp session. This should also be recorded in advance on the player's ClubSpark profile.
- ALTC should also be notified of any change or deterioration of any such medical condition or disability. We will always keep this information confidential and such matters are handled with discretion. We are an inclusive provider and will work with players and their parents or guardians to ensure courses are accessible. If players attend with any Covid symptoms, we will reserve the right to refuse entry to the club sessions.
- Players bringing any medical equipment to their lesson such as asthma inhalers, must indicate to the coach at the start of the lesson the location of the medical equipment so it can be located quickly and easily in the event of an emergency.

Parent/Guardian Obligation

- The parent/guardian warrants that the information supplied on the Clubspark registration, at the point of signing up for coaching is accurate and up to date.

- The parent/guardian takes full responsibility for the child during the class and whilst on the premises for a class.
- By agreeing to these Terms and Conditions the Parent/guardian agrees to keep the content of the Alsager Lawn Tennis Club coaching classes confidential and not to use or copy any aspect of the class directly or indirectly. Whilst the Pupil is attending a course and for a year afterwards, the Parent/guardian must not be directly or indirectly involved, in any way, in a business or organisation which competes with Alsager Lawn Tennis Club.
- The Parent/Guardian, in agreeing to the terms of this contract, consents to their contact being used by Alsager Lawn Tennis Club to promote other products i.e. Easter, Summer camps and community sessions.
- Junior players (under 18) must have an emergency contact number on the ClubSpark profile which is relevant to contactable at the time of the lesson, so that a parent or guardian may be contacted in the event of an emergency.

Exclusions

In the event that we consider:

- You are in breach of any of these Terms and Conditions or any regulations issued at the time of registration by us;
- The behaviour of your child/ one of your pupils is disruptive or likely to put other children or Alsager Lawn Tennis Club staff in danger; or your behaviour towards us, other customers, children in their care or our suppliers, agents, managers, teachers is disruptive, inappropriate, consistently negligent or likely to bring us or any of our products or services into disrepute, we reserve the right to exclude your child/pupil from any tennis coaching activity or part thereof.
- In the event that your child/pupil is excluded, no fees will be repaid to you and we reserve the right to seek payment of the balance of any fees due to us.

Liabilities

General Disclaimer

For the avoidance of doubt, all our products and services are provided on an “as is” basis and save as expressly stated herein without representations, conditions, warranties or other terms of any kind, either express or implied, including, but not limited to, child development, non-infringement or title but excluding the implied warranties of satisfactory quality and fitness for a particular purpose.

Health & injuries

We accept children on the assumption that they are in good health and it is your responsibility to alert us to any medical complaint or history suffered by your child. There is provision to inform us of any health concern on the child coaching membership registration form.

We do not accept responsibility for loss or damage arising from errors or omissions on the coaching membership registration form whether completed by you or by another person in charge of your child at the time of completion.

We do not accept liability for death or personal injury to any child attending Alsager Lawn Tennis Club or any activity related to Alsager Lawn Tennis Club whether organised by us or otherwise save to the extent that such injury shall be caused by the negligence or default of any member of our staff or any other default on our part.

Personal property

We do not accept responsibility for any loss of, or damage to, personal property belonging to you or any child irrespective of whether such possessions might be used by you or the child for the purposes of any Alsager Lawn Tennis Club activity save to the extent that such loss shall be caused by the negligence or default of any member of our staff or any other default on our part.

Other losses

We do not accept responsibility for any loss or expense due to circumstances beyond our control, including, but not limited to, delays in public transport, weather, quarantine, sickness, bereavement, strikes or other industrial action, terrorism, fire security alerts and riot.

Use of personal information

Information you provide or we hold about you (whether or not under our contract (or contracts) with you) may be used by us to:

identify you when you contact us;

help identify services and/or products provided by us which you may be interested in;

help administer, and contact you about improved administration of, any accounts, services and products we have provided before, or provide now or in the future;

carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;

help to prevent and detect fraud or loss; and

contact you in any way (including mail, email, phone, visit, text or multimedia messages) about products and services offered by us.

We may monitor communications with you for quality assurance, legal, compliance and training purposes.

From time to time, photographs, film, video or audio recordings may be made during Alsager Lawn Tennis Club activities for publicity, promotional purposes. Please inform us before any such event if you do not wish you or your child to appear or be identified in any such material.

General

These Terms and Conditions and any coaching membership registration form you have signed constitute the entire agreement between you and Alsager Lawn Tennis Club in connection with your coaching membership, superseding any prior agreements between you and us.

You agree that you have entered into these Terms and Conditions without reliance on any representation, warranty or undertaking by us which is not set out expressly in these Terms and Conditions.

Contact

You may contact us by any of the methods outlined on our website. We will be deemed to have received any communication from you at the time of processing and, in the case of communication other than by telephone, we will endeavour to process communications within seven working days.

We may contact you by telephone, email or text. It is your responsibility to ensure that we have current contact details for you and all adults authorised to pick up your child/pupil.

You must keep us apprised of any changes in the health or other relevant circumstances or you of your child.