



MPTC

Terms & Conditions

The following are the Terms and Conditions of Service for Match Point Tennis Coaching. All customers are required to accept these Terms and Conditions of Service prior to participation in all Match Point Tennis Coaching sessions.

Match Point Tennis Coaching reserves the right to amend or introduce any rules necessary to ensure the safe and efficient operation and financial viability of its facilities and programmes.

Sessions

- All sessions are available according to the MPTC app and stated on the session booking page. Sessions and coaches are subject to change without any given notice.
- We reserve the right to refuse entry onto a group coaching session if the player is not of the required age or ability level. In such circumstances, we will be in contact with you to advise you about a more appropriate coaching session.

Weather

- It is our philosophy to try and run coaching sessions wherever possible and therefore we generally ask that participants attend the start of their session regardless of the weather.
- Coaching will only be cancelled in advance if the appropriate forecasting tools (e.g. MET Office) indicate with certainty that the session would be unsafe to run.

- Cancellation of one group lesson does not necessarily mean that the other lessons will be cancelled that day. If you choose to not attend on doubtful days then you risk missing the class if it takes place.

Group Coaching

- Once paid for a course, courses will not be refunded for any reason. Group classes however may be suspended (at the discretion of the management team) for the duration of a major medical absence / injury break, or other unforeseen circumstances, and resumed thereafter at no loss of time. Please note this policy does not apply for minor injuries.
- Match Point Tennis Coaching can not be held responsible for any After School Clubs or Holiday camps being cancelled due to unforeseen circumstances (school closures or pandemics/endemics). In such event, no refund will be given, or no credit note issued.
- If a lesson is cancelled due to bad weather, you will be given a credit to make up the lesson in the near future. This is under the coaches discretion whether the lesson will be cancelled or is playable.

Individual Coaching

- If you cancel within 7 days of a pre-booked lesson we have to charge 50% of the lesson fee.
- Please note a 100% of the fee is charged at all times should any client cancel a booking within 48 hour of the lesson start time.
- If a lesson is cancelled due to bad weather, you will be given a credit to make up the lesson in the near future. This is under the coaches discretion whether the lesson will be cancelled or is playable.
- Payments for Ad Hoc individual lessons must be made in full, in advance and directly to Match Point Tennis Coaching. Failure to do so will result in the lesson being cancelled.

This policy was adopted by: MPTC	Date: January 2023
To be reviewed: January 2024	Signed: <i>Charles Paul</i>