



MEMBERSHIP TERMS AND CONDITIONS

INTRODUCTION

1. The Membership Terms and Conditions and Rules plus Safeguarding, code of conduct and GDPR are displayed on our website/Team Up and also available to view by asking a member of our team.
2. Match Point Tennis Coaching shall determine the Terms and Conditions and Rules for the use of the membership and is empowered to make, repeal and amend them.

MEMBERSHIP

1. Membership starts on the inception date agreed by both parties and is only cancelled when requested by the member.
We require 28-day notice from your start of term date to cancel a Membership. For example , if you started your membership on 15th October and you informed us on 13th November that you would like to cancel your Membership, your last Direct Debit payment will be 15th December, with your Membership ending on 14th January. We require written notification by email from member in order for us to cancel. Exceptions to this are at the discretion of Match Point Tennis Coaching
2. If you are unable to attend your regular weekly class one week, the class will not be credited back to you (unless cancelled by the coach); however, you are welcome to attend any of the other classes that we offer to your age group. Please contact the office for more information of the additional classes we offer.
3. **For our Little Aces and Junior Memberships at Broomhall and Ascot Jubilee**, the Direct Debit runs continuously throughout the year. Instead of charging a higher monthly fee during term time only (37 weeks of coaching), we have averaged the cost over the course of the year to reduce your monthly Direct Debit payments and implemented some membership perks listed below.
If joining in September, for the lessons missed outside of term time, we offer the following;
Junior Memberships:
2 x days per child (8 hours of coaching) to either of our Summer, Easter or October Camps at no additional cost, plus a further 10% discount on additional days booked.

In September we also credit your account with x 4 additional group coaching lessons per child that can be redeemed throughout the three terms. (Giving you back 12 hours of coaching per child, per year).

Little Aces Memberships:

3 x days per child (12 hours of coaching) to either of our Summer, Easter or October Camps at no additional cost, plus a further 10% discount on additional days booked.

* As Little Aces currently only runs on Saturdays', we credit you with an additional day to attend camp instead of the 4 extra classes throughout the year offered to Junior Memberships.

For our Little Aces and Junior Members at White Waltham there are two payment plan options which will be explained and agreed to at the beginning of your Membership. Option 1: Monthly Direct Debit (as above). Option 2. Term Time Only (increased payment) Direct Debit. Fee's sent over prior to agreeing to sign up.

4. **For Individual/Joint Private Lessons** – Players **must** notify their coach or the office giving at least 48 hour's notice when they are cancelling a session. A refund will not be given to late cancellations. If cancelled in time, credit will be added back onto your account to use for another time.
5. Individual/Joint Private Lessons will add store credit onto their account to be used to purchase lessons. Store credit is non-refundable but can be used for gift cards, purchasing items in the store and lessons.
6. Membership is not transferable and must only be used by the registered member. Any misuse will result in the membership being cancelled.
7. Match Point Tennis Coaching reserve the right to cancel any membership if the member is in breach of rules or if their conduct, in the view of the management team, is offensive to customers and/or staff, or represent a health and safety or Child protection danger
8. Categories of membership and subscription rates shall be determined by the management team, details of which are available on our website/Team Up
9. Membership can be temporarily frozen in the event of injury, or a major operation, for a minimum of one month and a maximum of 3 months in any one membership year on receipt of written notification by email from member.

FEES AND CHARGES

1. The membership fee is due from the member to Match Point Tennis and is payable upon inception of this agreement. Any portion of the membership fee will only be refunded in the event of Match Point Tennis being unable to provide the member with the membership services.
2. Membership subscriptions and coaching fees shall be paid on or before the due date. Failure to make payments on time could result in access to the facilities being withdrawn.
3. Changing your membership fees and this agreement a We may increase membership fees automatically each year by up to either 1% above the rate of inflation according to the Retail Prices Index or 3%, whichever is higher. b If we plan to increase the membership fees by more than the higher of these amounts, we will make every reasonable effort to give you at least one month's notice. We will give you notice of the change by writing to you. We have the right to increase membership fees at any time to take account of any increase in the rate of VAT. We will make every reasonable effort to give you one month's notice of the increase

GENERAL TERMS OF MEMBERSHIP AGREEMENT

1. The member will advise Match Point Tennis immediately of any change to personal details.
2. The member agrees to comply with the rules of membership. Match Point Tennis may make reasonable changes to these rules at any time.
3. Match Point Tennis reserves the right to make changes to any membership, court bookings, coaching groups, where it is beneficial to the running of the club.

LIMITATION OF LIABILITY

1. Members must secure their personal belongings whilst playing on the courts. Match Point Tennis Coaching and its employees will not be liable for any loss, damage or theft of any property brought onto the courts or car park.
2. Members are responsible for ensuring their correct operation or use of any Match Point Tennis facilities and/or equipment (including adjusting equipment). If a member is in any doubt about how to correctly operate any equipment, the member must consult the appropriate member of staff before us.

CONDUCT

1. Match Point Tennis deems that any act of violence, threatening behaviour or abuse against its staff, coaches and anyone using the facilities is totally unacceptable and will not be tolerated by members or parents of members. Whenever any such behaviour occurs, Match Point Tennis will take reasonable and appropriate action.
2. Members will not abuse the facilities or equipment at Match Point Tennis and will be required to pay for any damage to property where they have wilfully or negligently caused such damage.
3. Appropriate clean clothing and shoes must be worn at all times in the club.

TENNIS

Court etiquette

1. Suitable sports clothing and shoes with non-marking soles shall be worn on the outdoor courts at all times
2. In the interest of the safety of players and good manners, Players should not walk across the back of a court when play is in progress.
1. Members must notify their coach or the office giving at least 48 hours notice when they are cancelling a session. A refund will not be given to late cancellations.
2. We ask that all rubbish and tennis balls are collected up at the end of your game and removed from the court area after use
3. No-spill bottle drinks only may be used on the court area