



# Terms & Conditions Policy

## 1. Enrolment

- 1.1.** If you are enrolled in the previous term, your booking will roll over to the next term. Please advise us by the start of the next term if you need to make any changes or withdraw. A \$50 late withdrawal fee is payable if you withdraw after the start of the term.
- 1.2.** If you are not enrolled in the previous term, bookings are accepted on a first-in-first-served basis.

## 2. Payment

Please make payment in full within 7 days of receiving your invoice. A penalty of 10% per month may be charged on outstanding balances. Unpaid accounts will incur collection costs.

## 3. Credit notes/refunds

Credit notes/refunds will be **issued at the end of each term only in the following situations:**

- 3.1.** In the circumstances of your Coach being unavailable, a substitute coach will be provided. If no substitute is available for the allocated time, your lesson will be rescheduled where possible. A refund will be given if a lesson is unable to be rescheduled.
- 3.2.** By booking a term timeslot, you are agreeing to attend/pay for a full term (usually 10 weeks) of coaching. **If you are away or intend being away you will not receive a credit note,** however you can arrange for another player to take your place.
- 3.3.** If a player is sick or injured and **24 hours notice** is provided, a credit note will be issued.
- 3.4.** If a lesson is cancelled due to wet weather as per **4.3** below.

Credit notes are non-refundable, expire after one year and are transferrable to other family members.

## 4. Wet Weather

On wet/rainy days:

- 4.1.** For junior lessons; on booking, you will be advised if your lessons will be held indoors. Indoor activities focus on fundamental skills at each level and include game understanding, goal setting, ball/racquet skills, footwork and fitness.
- 4.2.** All adult lessons and junior lessons not being held indoors will be postponed or cancelled. For wet weather cancellations please
  - visit our website <http://evolvetenniscoaching.co.nz> or
  - follow us on Twitter @evolvecancel or
  - call (04) 479 1386 on which a cancellation message will be recorded.
- 4.3.** Where possible, lessons will be rescheduled to a time convenient for the player(s) and coach. If lessons can't be rescheduled, a credit note will be issued.

## 5. Video analysis

To ensure that our player's technical skills are correct we will video their strokes from time to time and analyze them using a specialized tennis software application.

## 6. Modification

We may modify any of the Terms & Conditions contained in this Agreement, at any time and at our sole discretion. Evolve tennis coaching will give notification of any such changes. If any modification is unacceptable you are welcome to withdraw from future coaching programmes.

## 7. Agreement

By enrolling as a client of evolve tennis coaching you will be agreeing to the terms & conditions stated in this document.