

Tennis Chesterfield

Terms and Conditions

These are the terms and conditions subject to which we allow you to use our services. By engaging in our services, you agree to be bound by them.

Tennis Chesterfield is a registered partnership business between; Charlie Pick, Jonny Brooke and Andy Bell. Our business address is; 24 St Michaels View, Farnsfield, Newark, NG22 8WP.

Definitions:

“We”, “our”, or “us” refer to Tennis Chesterfield.

“You“, “you’re” refers to anyone who uses our services in any circumstances.

“Services” refers to; term- time coaching programme, holiday camps, birthday parties, weekend slams and after-school clubs. Please note that this is a non-exhaustive list and services may be added or removed without notice.

1. Free Tasters

- We offer all new customers one free taster on a group coaching session subject to availability (see Booking Conditions below).
- Tennis Chesterfield reserves the right to refuse usage of the tennis tasters and facilities where appropriate or deemed necessary.

2. Bookings

At Tennis Chesterfield we require you to reserve your place on one of our services by booking using one of the following methods:

- Reception desk at Chesterfield Lawn Tennis Club
- Calling 01246 238 798
- Emailing admin@tennischesterfield.co.uk
- Course Pro online renewal service

3. Booking Conditions

- All service bookings are subject to availability and are accepted at the sole discretion of Tennis Chesterfield.
- Bookings are non-refundable after purchase from Tennis Chesterfield, unless a) a service is cancelled by Tennis Chesterfield b) we are presented with a valid medical certificate declaring the participant unfit to attend when you will receive a credit note.
- It is your responsibility to check that you have been enrolled for the correct Tennis Chesterfield service, and that you are aware of the correct timings of this service.
- The Tennis Chesterfield coaching programme follows the Derbyshire School Term Times, all coaching courses continue on Bank Holidays.
- You will be required to notify us in advance of any medical conditions for anyone participating on one of our services, we reserve the right to refuse a booking if we believe the medical condition means that you cannot safely participate in the activity in question.
- We reserve the right to amend any terms and conditions within this document, the terms and conditions will be available on our website.

4. Payment

You must book and pay in full for the service you wish to attend prior to attending your first session. There are four ways to pay for Tennis Chesterfield services:

- Reception desk at Chesterfield Lawn Tennis Club where we accept cash, card (we do not accept American Express) and cheques payable to Tennis Chesterfield.
- Calling 01246 238 798 and paying using card (we do not accept American Express).
- Emailing admin@tennischesterfield.co.uk and you will be provided with an online payment link.
- Course Pro online renewal service.

Please note: We do not store credit card details, nor do we share customer details with any third parties.

5. Payment Guarantees

Once registered on one of our coaching courses we guarantee:

- You are assured of your place for the duration of the term.
- Should a session be cancelled, Tennis Chesterfield will endeavor to contact you at the earliest opportunity.
- The appropriate court space and equipment will be provided.
- The coach will provide a safe learning environment to the best of their ability.
- Tennis Chesterfield will provide any relevant feedback to players and, where relevant, their parents.

6. Cancellation Policy

Group Coaching:

- If coaching is cancelled due to bad weather, we do not offer any refunds. You are able to attend an equivalent class on another day at any Tennis Chesterfield venue.
- Tennis Chesterfield reserves the right to cancel any service that is under subscribed. If this occurs, you will receive a full refund.
- If you are unable to attend a coaching session you will not be entitled to a refund. However, we do allow "Make Up" sessions. Please communicate with a Tennis Services Manager who will arrange a suitable alternative group.
- Bookings are non-refundable after purchase from Tennis Chesterfield. If we are presented with a valid medical certificate declaring the participant unfit to attend, we will provide a credit note.

7. Complaints Procedure

We hope that your tennis experience is well planned, well delivered and inclusive of everyone. We work hard to get things right, however if you have a complaint about your experience with Tennis Chesterfield Services, please let us know. We regard complaints as an opportunity to review and improve.

Informal complaints:

- We hope that most complaints can be addressed informally at the time they occur by speaking direct with a Tennis Services Manager or by calling 01246 238798 or by emailing admin@tennischesterfield.co.uk.

Formal complaints:

- Email admin@tennischesterfield.co.uk.
- Please specify that it is a formal complaint and provide as much information as you can.
- If you make a formal complaint to Tennis Chesterfield, we will aim to:
 1. Acknowledge your complaint within two working days
 2. Resolve your complaint
 3. Provide a full written response within two weeks
- We will investigate the cause(s) of your complaint as promptly as possible; if we cannot respond to you within two weeks, we will let you know.
- We may contact you to ask for further information so that we can fully investigate your complaint.

8. General Tennis Chesterfield Policies

- All personal data which is collected is stored on Course Pro. Course Pro is fully GDPR compliant, all data will ONLY be accessible by Tennis Chesterfield.
- Tennis Chesterfield can accept no responsibility for loss, theft or damage to any personal items whilst on our courses.
- Health & Safety: You should wear appropriate tennis or sportswear to our services. You should make the coach aware of any health/ medical concerns that you have prior to the session. You must also follow any other health & safety policies as instructed by the coach.
- You are responsible for making sure you or your child brings any required medical equipment prior to any services. In the event this does not happen we reserve the right to refuse participation.
- You are responsible for arriving on time for each coaching session.
- Safeguarding: It is also your responsibility to be on time for collecting younger players and communicating any changes in pick up methods to Tennis Chesterfield. Please refer to Tennis Chesterfield Safeguarding policy on our website.
- Equal Opportunities & Diversity: You must treat all our coaches, volunteers or clients with dignity and respect, any aggressive actions (verbal/physical, harassment, bullying) towards our coaches, volunteers or clients will not be tolerated.
- We reserve the right to decline access to anyone who does not comply with our policies. You will have no right to a refund in this case.