



**DUKES
MEADOWS**



TERMS AND CONDITIONS

GROUP COACHING: COURSES, SQUADS & CAMPS

- Registrations and payments are made at the Tennis reception
- Places are sold on a first-come first-served basis. Priority booking may be offered to all players already registered onto programmes that are frequently oversubscribed.
 - Email confirmation will be in place for each placement booked.
- Once the maximum number of attendees is reached, a waiting list will be created, and customers will be contacted if places become available.
 - Chosen course must be purchased as a complete term (or from the week started until the end of term) unless agreed with Tennis Manager / Director of Tennis.
- A maximum of 2 missed sessions may be replaced only with another suitable session at the sole discretion of the Senior Coach. The arrangement must be made in advance.
 - Missed sessions will not be credited unless there are exceptional circumstances e.g. doctor's note.
 - Junior Camps and Squads operate indoors.
 - Parents must inform Dukes Meadows of any medical condition or disability which may be relevant to the person booked into an activity. Parents must also notify us of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. It is our policy to include any such individuals within the scheduled courses wherever possible, but we reserve the right to refuse the booking if we are unable to accommodate the requirements of any individual.
- We reserve the right to refuse entry to a course or advise a more appropriate session if any participant is found not to be of the correct age/ability, or is unable to complete a course due to being in the incorrect age/ability group.
- In exceptional circumstances and where camp/course capacity allows it; the Senior Coach and staff may authorise for an attendee to transfer the reservation to/from another term. An administration fee of £5.00 per transaction may apply. • Please refer to the Cancellation Policy for any cancellations information. Cancellation Policy

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- Where the participant wishes to cancel a programme booking, the following arrangements apply:
 - If course is cancelled more than 14 days before the first session, you will receive a full refund
 - If cancelled more than 7 days before the first session, you will receive a credit equal to 100% of the original fee onto your Dukes Meadows account.
 - If cancelled more than 24 hours before the first session but less than 7 days, the first session will be debited, and the remainder of credit can be applied onto your Dukes account.

- If cancelled less than 24 hours' notice, you are not eligible for any credit for the first half of term and the remainder may be placed onto your Dukes Meadows account. INDIVIDUAL COACHING
- Individual coaching sessions cancelled less than 48 hours before are not eligible for a refund. This is at the discretion of the coach as he/she is responsible for managing their individual coaching sessions, including the court booking fee. CANCELLATIONS DUE TO ADVERSE WEATHER CONDITIONS
- Any decision to cancel a session due to rain is based on the extent to which courts are affected and in the case of young players, if the rain is likely to be a significant distraction or result in a bad experience. Some sessions go ahead in rain.
- If the weather forecast prior to the session is poor, any decision to cancel will be made by the Senior Coach as late as it is reasonably possible.
- If the participant is absent from a session for a reason other than Dukes Meadows cancelling the session due to adverse weather, he/she is choosing to forfeit the time. COURT BOOKINGS
- In adverse weather conditions the player should contact the Centre to check if play is possible not earlier than an hour before the bookings start time. If the Centre deems the courts unplayable, a credit will be applied to the player's Dukes Meadows account equal to 100% of the fee paid.
- If you chose to play in adverse weather conditions/on slippery courts and use the court for more than 30 minutes, you are not eligible for any credit.
 - No show to the court or advise us of any late notice Cancellation within 48 hours will not be issued a refund.

REFUNDS

- No refunds will be made for players failing to attend their pre-booked courts or Squads without appropriate notice.
 - No refunds will be provided, apart from exceptional circumstances. Which is up to the discretion of the centre.
- Leaving the Country Permanently. A refund of Courts, Squads, Camps not completed will be provided in full upon proof of leaving (i.e. proof of residency, VISA/citizenship approval letter, named on new address post letter etc.).
 - Terminal Illness and or injury of Participant/spouse/son/daughter. A refund of all Courts, Squads, Camps not completed will be provided in full upon proof (i.e. medical diagnosis letter, appointment letter, treatment letter or any other support documentation). The refund will be processed as quickly as possible once the documentation is received.
- Any other Exceptional Circumstances. If you feel that you have an exceptional circumstance not listed above, please send details to ricky.mcdonald@dukesmeadows.com Please be as detailed as possible and include any documentation that may help expedite your request. Once reviewed the Management's decision will be final.

UPDATED RULES: COVID-19

- In the event that Dukes Meadows closes, any missed sessions will be rolled over to the next available slot when we re-open.
 - We do not offer refunds for any missed sessions in this case.
- You must comply with the recommended government guidelines when entering Dukes Meadows.
 - Please complete a track and trace form on entry.
 - Please wear a face mask inside.
 - Please sanitise before entering.
 - Please drop children off at the tennis office entry and follow the One-way system to exit.
 - Please no waiting in the tennis viewing area – you can wait in the café or function room.



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- Please maintain social distancing – remain two metres apart and in groups of max. six.
- Please pick children up from the function room area.