

# **ALDERSHOT** **T** **TENNIS** **CENTRE**

## **TERMS AND CONDITIONS**

### **RULES**

1. Aldershot Indoor Tennis Centre accepts no responsibility for lost or damaged property.
2. A non-smoking policy operates throughout the tennis centre and premises.
3. With the exception of guide dogs, dogs are not permitted on tennis courts or inside the building.
4. Riding of bicycles and scooters on the courts or in the building is not allowed. Bicycles must be stored in the bicycle rack provided.
5. The use of mobile phones on the courts and in the open viewing area is not allowed. In all other areas you are asked to be discreet.
6. Lost property found should be handed into reception. Lost items can be claimed from reception up to 30 days from the date they were found. Any remaining after that time will be donated to a charity shop. Valuables are kept for 3 months and if named, the owner will be contacted.
7. Players are required to wear non-marking shoes on the courts.
8. Food and drinks are not allowed on court except drinks in sealed containers.
9. Parents/carers of children aged 13 and under should remain on the premises. Parents/carers are asked to supervise all children not involved in activities, for their own safety and the comfort of others.
10. Players are encouraged to wear ATC clothing in coaching sessions and when playing in competitions.
11. Our team only deserve to work with customers and players who are a pleasure to work with. We reserve the right to cancel any booking or lessons with anyone who does not meet this criteria. If we cancel our agreement, we will give 30 day's notice after which all services will be suspended.
12. The Aldershot Indoor Tennis Centre Management reserves the right to deny entry to any person if there is evidence of misconduct or abusive behaviour.

# MEMBERSHIP

## TENNIS MEMBERSHIP

- Family membership is for immediate members of family only.
- Annual tennis membership is non-refundable.

## NON-MEMBERS

- Members of the local community who are not members of the tennis centre are welcome to:
  - book a court
  - take part in holiday activities

## PEOPLE WITH ADDITIONAL NEEDS

- Most parts of the building and all tennis courts are accessible for wheelchair users including shower and toilet.
- Players or spectators with additional needs should contact the centre to ensure we can offer all appropriate services.

# COACHING PROGRAMME

**This includes all coach-led activities in Tennis and S&C**

- A trial group session is available for new players.
- Coaching programme participants must be members.
- Courses and sessions must be booked and paid for in advance. If you do not pay by the allocated deadline date, we cannot guarantee your place.
- Cancellation for courses requires 4 weeks' notice in writing. Fees for sessions after the 4 weeks' notice can be credited\* or refunded.
- Coronavirus: if you choose not to attend, if you have symptoms and need to self isolate, or are told to self isolate by NHS Test and Trace, no refund or transfer of lessons is permitted. If we are forced to close due to government restrictions the credits will be issued for any missed court bookings
- Absence, illness or injury:
  - There are no credits or refunds for missed sessions
  - Please inform us in writing if you or your child has a prolonged illness or injury. You will be required to pay for the first 4 weeks of missed sessions and a credit\* or refund is given for further sessions missed.
  - Please note that your/your child's space will not be reserved for the following term.
- Supervision of children: Children must be taken to/collected from activities by an adult. We recommend that all children should be supervised during their visit to the centre. Parents/carers should remain on the premises during the session for children aged 6 or under.

- It may be necessary, on occasions, to change a coach or to arrange a substitute coach.
- We reserve the right to cancel sessions, close groups or close the centre. In this case players will be credited or refunded.
- **Club sessions** are booked weekly. Members can book up to 2 weeks in advance, non-members can only book on the day. Bookings are at reception, by phone or online. Payment is made at the time of booking. If you cancel 24 hours in advance, the fee will be credited\* to your account or refunded. There is no credit for cancellations made less than 24 hours in advance.
- **Holiday activities** may be booked by members and non-members. Payment is made at the time of booking at reception, by phone or online. If you cancel 24 hours in advance, the fee will be credited\* to your account or refunded. There is no credit for cancellations made less than 24 hours in advance.

\*Credits must be used within 6 months

## TENNIS COURTS

### BOOKING COURTS

- Members can book courts 2 weeks in advance. Non-members can only book on the day.
- Bookings can be made at reception, by phone or online.
- Payment is required at time of booking.
- If you cancel 24 hours in advance, the fee will be credited\* to your account or refunded. There is no credit for cancellations made less than 24 hours in advance.
- Coronavirus: if you choose not to attend, if you have symptoms and need to self isolate, or are told to self isolate by NHS Test and Trace, no refund or transfer of lessons is permitted. If we are forced to close due to government restrictions the credits will be issued for any missed court bookings

### PRIVATE LESSONS

- Lessons are arranged directly with a coach.
- Courts can be booked in advance for lessons and payment is at time of booking. Block bookings are available for private lessons.
- Cancellation of the coach requires 24 hours' notice directly to the coach. Normal court cancellation rules apply.

### EQUIPMENT

- Rackets are available to hire for £1 per racket per session.
- You are required to make £10 deposit which will be stored safely and returned on return of the racket. In the case of damage caused to the racket whilst in the hirer's possession, the £10 deposit will not be returned.
- Balls are available to purchase.

\*Credits must be used within 6 months