

CIRCLE TENNIS

Terms and Conditions

Policy



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Effective Date: 01/07/2024

Policy Statement

Welcome to Circle Tennis. By booking or participating in our services, you agree to these terms. They are designed to protect both our organisation and our participants while ensuring clarity and fairness.

1. Overview of Services

1.1 Circle Tennis (Adults)

We offer group sessions, one-to-one lessons, cardio tennis, social tennis, women's-only tennis, corporate programmes, and retreats.

1.2 Circle Tennis Cubs (Kids)

We provide group sessions, one-to-one lessons, squad training, birthday parties, and school services.

1.3 Bookings and Payments

- All sessions and events must be booked and paid for in advance via our online booking platform.
- Payments are non-refundable unless stated otherwise under our cancellation policy (see section 3.1).

2. Conduct and Participation Rules

2.1 Timeliness and Preparation

- Participants must arrive punctually and in appropriate sports attire, including footwear suitable for tennis or pickleball.
- Late arrivals may result in a shorter session, with no time extensions or refunds provided.

2.2 Behavioural Expectations

- All participants must treat coaches, staff, and fellow attendees with respect. Disruptive or inappropriate behaviour will result in removal from the session without a refund.
- For Circle Tennis Cubs, parents/guardians are expected to behave respectfully while dropping off or picking up children.

2.3 Parental Responsibilities (Kids' Programmes)

- Parents/guardians are responsible for ensuring that children are dropped off and collected on time. Circle Tennis cannot supervise children outside of scheduled session times.

3. Cancellations, Refunds, and Credits

3.1 Participant Cancellations

- Individual Sessions: Cancellations must be made at least 24 hours in advance to reschedule or retain credit. Cancellations with less notice will result in forfeiture of the session fee.
- Group Sessions and Events: A minimum of 48 hours' notice is required for cancellations to qualify for rescheduling or credits.

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3.2 Adverse Weather and Operational Changes

- Circle Tennis reserves the right to cancel or reschedule sessions due to weather, safety concerns, or other unforeseen circumstances. In such cases, participants will be notified as soon as possible and offered an alternative session.
- Refunds will not be provided where credits or alternatives are offered.

3.3 Special Events (Corporate, Parties, and Retreats)

- For corporate bookings and children's parties, cancellations must be made at least 14 days in advance to qualify for a refund or credit.

4. Liability and Safety

4.1 Acknowledgement of Risk

Participation in tennis, pickleball, and related physical activities carries inherent risks. By engaging in our sessions, you accept responsibility for your own safety and any associated risks.

4.2 Limitations of Liability

- Circle Tennis is not liable for personal injuries, health issues, or property damage unless caused by gross negligence.
- Participants are advised to have appropriate insurance cover for sports-related injuries.

4.3 Medical Conditions

Participants must inform Circle Tennis of any relevant medical conditions or injuries prior to taking part in sessions.

5. Intellectual Property

5.1 Ownership

All lesson plans, training methods, branding, and content provided by Circle Tennis are the intellectual property of our organisation. They may not be copied, shared, or used without prior written permission.

6. Photography and Media Release

6.1 Consent for Media Use

- Circle Tennis may take photographs or videos during sessions or events for promotional purposes, including use on social media or our website.
- By participating, you consent to your image being used in this manner. If you prefer not to be included, please inform us in writing prior to your session.

7. Data Protection

7.1 Your Data

We collect personal information, such as your name, contact details, and payment information, to manage bookings and deliver services. This data is stored securely and processed in compliance with the General Data Protection Regulation (GDPR).

7.2 Children's Data

For Circle Tennis Cubs, children's information is collected only with parental consent and is used solely to facilitate participation in our programmes.

7.3 Your Rights

You have the right to access, update, or request the deletion of your personal data. Please refer to our Privacy Policy for further details.

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8. Miscellaneous Provisions

8.1 Adverse Attendance (Group Sessions)

Circle Tennis reserves the right to reschedule or cancel group sessions if the minimum attendance threshold is not met. Participants will be notified and offered alternatives or credits.

8.2 Changes to Terms

Circle Tennis reserves the right to amend these Terms and Conditions at any time. Any updates will be communicated via email or published on our website.

Contact Us

For any queries or concerns regarding these Terms and Conditions, please contact us at:

Email: cubs@circletennis.com

Phone: 07734074870

Website: circletennis.com