

TERMS AND CONDITIONS

GROUP COACHING: COURSES, SQUADS & CAMPS

- Registrations and payments can be made online, over the phone or in person at the Tennis reception.
- Places are sold on a first-come first-served basis.
- Priority booking will be offered to all players already registered onto DM programmes.
- ProAgenda 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.
- All courses are on a termly and we also offer pro-rata during the term if spaces are available.
- A maximum of 2 missed sessions may be replaced by makeup sessions during the current term. The arrangement must be emailed to the office with a 24-hour notice. (There is no guarantees)
- Missed sessions will not be credited unless there are exceptional circumstances e.g. doctor's note, physio's note etc.
- All 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.
- Please refer to the Cancellation Policy for any cancellations information.

Cancellation Policy

Where the participant wishes to cancel a programme booking, the following arrangements apply:

- If the course is cancelled more than 7 days before the first session, you will receive a full refund.
- If the course is cancelled with less than 24 hours' notice, you are not eligible for any credit for the first half of the term and the remainder may be placed in your Dukes Meadows account.
- Once the term has commenced, there is a no refund policy (except for exceptional circumstances).