

Mackintosh LTC - Group Coaching Courses

Terms and Conditions

1. Registration

All players attending group coaching courses must complete a sign-up form before attending their first session.

2. Membership

All junior players must hold a current Club membership for the duration of the course. Adult players may attend as non-members but will be charged the applicable non-member rate.

3. Payment

Full payment for group coaching courses must be received by the payment deadline stated on the sign-up form. A £5 late payment charge will apply to any payment received after this date.

4. Payment by Instalments

Where payment by two instalments is offered, prior approval must be obtained from the Head Coach. By registering for a course, you agree to pay both installments by the specified dates. A £5 late payment charge will apply to any instalment received after its due date.

5. Cancellations

If you register for a course and subsequently withdraw before the course begins, a £20 administration fee will apply. Once a course has commenced, no refunds will be given except in exceptional circumstances at the discretion of the Head Coach.

6. Course Commitment

By registering for a group coaching course, you are reserving a place for the full duration of the course. Fees are charged for the course as a whole and not on a per-session basis. Players who choose to stop attending before the course has finished remain liable for the full course fee. Places cannot be transferred to another player, and refunds or credits will not be issued for non-attendance except where stated in these Terms and Conditions.

7. Missed Sessions

Sessions missed due to holidays, illness, injury or other personal commitments are not eligible for refunds, credits or replacement sessions.

8. Weather and Session Cancellations

In the event of poor weather, all junior sessions will be moved indoors where possible. If indoor facilities are unavailable, sessions may be cancelled at the discretion of the Head Coach.

- Where possible, a catch-up session will be arranged.

- If a catch-up session cannot be provided, a credit will be issued for use against the following term's group coaching course.
 - Any session cancellations will be communicated via the relevant WhatsApp group.
- Unless you are notified otherwise, please assume that sessions will run as scheduled.

9. Coaching Credits

A record of all coaching credits will be maintained by the Head Coach. Credits must be used within six months of the date of issue and may be redeemed against group coaching courses or holiday camps. Credits have no cash value and are non-transferable.

10. Coach Availability

Mackintosh LTC reserves the right to provide a suitably qualified replacement coach where the scheduled coach is unavailable.

11. Medical Information

Players (or parents/guardians of junior players) are responsible for informing the coaching team of any relevant medical conditions, allergies, injuries or additional needs that may affect participation. It is also the responsibility of the player or parent/guardian to keep this information up to date.

12. Supervision of Young Children

A parent or guardian of all children aged six and under must remain on-site for the duration of the session.

13. Arrival and Collection

Please ensure your child is dropped off and collected from the tennis courts by a parent, guardian or nominated adult. Permission must be given in advance if a child is permitted to leave independently.

14. Behaviour and Conduct

All players are expected to uphold the Club's Code of Conduct, as displayed on the Club noticeboard. This includes treating fellow players, coaches, equipment and Club facilities with respect and maintaining appropriate behaviour at all times.

15. Removal from Sessions

The lead coach reserves the right to remove a player from part or all of a session if their behaviour compromises the safety, wellbeing or enjoyment of other participants. Persistent poor behaviour may result in a player being withdrawn from the coaching programme without refund.

16. Photography and Video

From time to time, photographs and videos may be taken during coaching sessions for coaching, promotional or Club purposes. These will only be used in accordance with the Club's Photography Policy and any consent preferences provided during registration.

17. Safeguarding

Mackintosh LTC is committed to providing a safe and welcoming environment for all participants. The Club follows the safeguarding policies and procedures of the LTA, and all concerns will be managed in accordance with these procedures.

18. Data Protection

Personal information will be stored securely and processed in accordance with applicable UK data protection legislation. Information will only be used for legitimate coaching, safeguarding and Club administration purposes.

19. Force Majeure

Mackintosh LTC shall not be liable for the cancellation or interruption of coaching sessions due to circumstances beyond its reasonable control, including but not limited to extreme weather, government restrictions, pandemics, utility failures or the closure of Club facilities. Where possible, alternative arrangements or credits may be offered, but this cannot be guaranteed.