

1. We very much hope that you/your child will enjoy TWLTC's coaching programme and will benefit from it. TWLTC sends out all invoices and via the TWLTC portal or by email. You will not be able to opt out of the emails sent for invoicing purposes as this is how we communicate. We also send out coaching emails which may contain marketing material, but which generally contain important information about coaching including when groups are cancelled and any updates to our coaching programme. This information is also an important part of our coaching programme and will be sent to you to ensure that you are aware of any relevant updates. Please also take time to read and observe the TWLTC Rules, Membership Terms and Conditions (as amended from time to time) and the External Data Protection Policy on our website, to which all coaching is subject.

2. We will aim to move you/your child through the various coaching levels at a speed that suits you/your child's ability and progress. You are also always welcome to speak to a coach/the office about your/your child's progress. We will do everything that we can to make you feel welcome and help you with any queries or problems. If you feel that we have not carried out something that we should have done, please do let us know and we will try to put it right. Our Welfare Officer is Irene Clark on 01892 525625 or irene@twltc.co.uk

3. Adult and Junior group lessons and Junior holiday camps are open to members and non-members of TWLTC. Non-members pay an additional charge for groups as specified. Junior membership will entitle the junior to attend our Junior Club Night free of charge which runs every Friday evening in term time (weather permitting) and to book courts at no additional charge. If you or your child are not a member of the club, the extra cost of your lesson (as specified at time of booking) is a temporary members fee that is valid for the duration of that coaching session.

4. Please see our programme dates for the length of each term. Please note that there is no tennis on bank holidays (with some exceptions for camps) so term lengths do vary. A spare week is set aside in the event of bad weather during all terms. Sometimes if there is a bank holiday Monday in your schedule, there will be no spare week. We are an outdoor club and therefore cannot control the weather, but we will play in light to moderate rain. If you do not hear from us, please assume that the class or camp will go ahead. We only notify of cancelled lesson via email so please ensure that we always have your up-to-date details. There are no refunds if the spare week has been used and there is still a shortfall. If a camp is completely cancelled due to bad weather, we will refund that session or substitute the session with an alternative date. If your child does not turn up for a camp without providing 48 hours' notice, we will be unable to offer a refund as the place has been held for them.

5. Adults and juniors are not able to switch to other groups if they miss one of their own group lessons as we carefully monitor ratios and group levels. The ratios of coaching and coaching assistants we apply (with the exception of Junior Club Night) are as follows:

a. Mini-Red and Mini-Orange groups: 1:6

b. Mini-Green upwards groups: 1:8

c. Adult groups: 1:8

d. Camps: we try to apply a ratio of 1:6 up to and including age 6 and 1:8 for age 7 and above.

6. Payments – all coaching payments must be made via the portal – www.mytwltc.com, using a debit or credit. If you need help logging on, please contact admin@twltc.co.uk

7. If you/your child has a prolonged illness or injury supported by medical evidence, we require two weeks' notice in writing to terminate/postpone your/their lessons, together with written evidence of the illness/injury. The date we receive written notification is the start of the two-week period. The cost of any lessons paid for in advance after that two weeks will be refunded.

8. If you or your child cannot finish a particular course for any reason, no refunds will be given as that place has been held and sold in good faith. Please see point 7 for illness or injury terms on refunds.

9. If you or your child has coaching more than once a week for a term and is a member, please let us know and we will apply a 10% discount to any additional groups. This only applies if set up prior to the commencement of term. Performance groups are invitation only and are based on a minimum commitment of two sessions per week. 10% camp discount is only available where a full five-day week is booked in advance.

10. We operate all the junior classes via the LTA-sanctioned mini-tennis programme and therefore all of our junior players will be grouped according to their birth year and the level of ball they should be using. Please ask a coach if you require any clarification. All club coaches have been DBS-checked, hold First Aid and Safeguarding certificates, have LTA or PTR Public Liability Insurance and are registered or licensed.

11. If your child takes part in our mini-programme or Junior Club Night, it is your responsibility to collect your child from the Court 1 gate closest to the clubhouse at the time the lesson/session finishes. Juniors on our programme/attending Junior Club Night aged 11+ will be released by their coach at the end of their coaching session. Please also supervise all children attending with you at any time who are not on court as we cannot be responsible for them.

12. Children are expected to behave during lessons and not disrupt the group. In certain circumstances where a child is behaving in a way that proves disruptive to the group, we reserve the right to suggest an alternative group/coaching or to discontinue coaching the child.

13. Individual lessons are open to all junior members and adult members of TWLTC. Adult and Junior Non-members pay £3 extra per individual lesson and can have a maximum of 3 before they must join. Non-members (adults and juniors) cannot have individual coaching at peak times (after 6pm Monday-Friday or Saturdays and Sundays between 9am and 3pm). Evening individual lessons will be subject to an additional £3.00 per half hour floodlight cost if required. The coach will supply tokens and the cost will be added to the lesson price at the end of the session.

14. From time to time we take photographs to promote and advertise TWLTC. There is an opt-in clause on our booking forms, and we would be most grateful if you could ensure that this is completed at the time of the course/camp registration.