



Milton Keynes Tennis Club Coaching Terms & Conditions

Definitions :

Activity: Any camp, club, course, event or activity organised and run by DRH Sports Ltd.

Terms & Conditions: The terms contained in this document and any other document referred to within it.

Bookings:

- DRH Sports Ltd bookings are strictly limited to availability
- The booking customer must be aged 18 or over
- Bookings made online or by telephone will be confirmed by email. A booking is confirmed when we receive the appropriate payment and receipt of these constitutes acceptance of these terms and conditions.
- DRH Sports accepts payment by credit card and debit card. We do not accept payment by cheque or Paypal.
- Coaching courses are booked from the beginning of each term. If you book on part way through the term there is a reduced price dependent on how many weeks are left.
- In some circumstances special reduced payments can be made, if you are signing up more than 3 people in a term or an entire family etc.

Membership:

Membership of Milton Keynes Tennis Club is required for all participants with the exception of

- Mini Tots
- Adult beginners for the first term
- Adult weekday members may book courses outside their membership times but this does not include social play.

Coupon Codes/ Discounts:

To receive any advertised early bird discount (12% off) you must enter the following coupon code at the checkout page: EARLY

This coupon, if available, can only be used during the specified early bird offer dates and cannot be used in conjunction with any other coupons, discounts or offers. Once the early bird deadline has passed, only one coupon per booking can be applied.

Sibling Discount –10% – Coupon is: sb10.

Multiple booking discount - Coupon is: mb10 (10%) This coupon can only be used if one participant is booking onto 2 or more coaching groups.



Family Discount - Coupon is: fam10. (10%) This coupon can only be used when 3 or more members of the same family are booked onto courses. Must include at least 2 adults and one child.

Taster Sessions:

You are allowed to try a taster class for maximum of 2 classes at the Head Coach's discretion. You can only try any particular session one time.

Equipment (Borrowing Rackets)

- The first two times you are allowed to borrow a racket free of charge.
- After this, rackets cost £2 to hire for children and £4 for adults.
- All players must treat all equipment with respect at all times.
- If players damage equipment there will be a fee dependent upon the item.

Group Sessions/Inclement Weather:

- In the event of inclement weather you must assume the group will go ahead unless you hear otherwise from a member of the coaching team.
- Any sessions cancelled by us prior to the start time will be made up at another time of our choosing.
- If the weather turns bad once a session has started the coach will ensure the children are picked up or engaged in activities and the session will not be made up at a later time.
- The coach may leave the club after 15 minutes past the start time if nobody arrives and he/she has not been warned of your late arrival.

General

- It is your responsibility to make sure that you are there to pick your child up on time after their session has finished.
- Your child should wear appropriate sports clothing, non-marking trainers, no jewellery and long hair should be tied back.
- Any form of abuse towards any of our staff will not be tolerated.
- Anyone that is deemed to be too disruptive to the class due to antisocial behaviour will not be allowed to continue on the course and no refund will be issued. However, every effort will be made to resolve any issues should this arise.

Child Protection

All our staff are DBS checked and have regular training in safeguarding in accordance with our qualifications/ insurance. They all act in accordance with our child protection policy – a copy of which is available on request. Please email info@drhsports.co.uk

Course Cancellation/Refunds

- No refunds will be issued once enrolled in a course with regards to illness or injury, except on production of a letter from a doctor or medical professional within 14 days.



- If you want to request to make up a class you will need to contact the Head Coach before the session is missed. Classes can be made up at a later stage in the term provided that you have let the Head Coach know at least 24 hours prior to the missed class and that there is available space in the class you intend to join. Missed classes must be made up within the intended term and cannot be carried over to future terms or be held in credit for other participants, camps or courses.
- Any courses that have insufficient numbers of participants may be cancelled at the discretion of the Head Coach. In this case money paid will be refunded or another course may be booked if places available.
- Sessions must be booked in advance to enable us to manage the coach to player ratio and so the coaching team can contact parents in the event of cancellation.
- In the event that DRH Sports has to cancel an activity for any reason, alternative provisions to stage the activity at another time will be arranged and confirmed to all.
- If you are unable to attend the alternatively arranged time you must confirm this with DRH Sports and we will try our best to accommodate you in another class.

Pandemic Credits:

If we are unable to provide coaching classes due to government restrictions and LTA guidelines we will retain all unused monies as credit against the following term's bookings. Discount codes will be issued by email and can be applied when making this booking. In exceptional circumstances we may make a refund. Please email info@drhsports.co.uk

Your Child's Information:

- It is the responsibility of the person making the booking to ensure that all details provided are accurate.
- In particular, full information about each child, including medical and other special educational needs, and emergency contact information.
- If we do not have all these details before any session with DRH Sports begins your child will not be allowed to leave your care.
- We cannot take responsibility for the child until we have all of this information.

Data Protection:

DRH Sports Ltd will hold all personal data in accordance with its Privacy Policy

Photography/Video footage:

- DRH Sports Ltd may from time to time take photographs/ videos of any activity. The use of which is solely for promoting and publicising DRH Sports Ltd.'s activities through relevant use on social media, our website and for advertising. Please note we cannot guarantee your child will appear on these.
- Parents/ guardians that do not wish for their child to be photographed/filmed must make DRH Sports Ltd aware of this at the time of booking in writing, and before the activity starts to the lead coach. Please state this also on your DRH account.



- Where possible we will inform parents/guardians at the start of an activity when we plan to take photographs/ videos.

Personal Property / Lost Property:

- DRH Sports cannot be held responsible for any loss or damage to any personal belongings whilst attending a DRH Sports Ltd activity.
- Please ensure that your children don't arrive to one of our activities with valuables.
- Lost property for any activity will be kept in our lost property container at the club for 2 weeks.
- No electronic tablets, mobile phones or recording devices are permitted during any of our activities. Please ask your child to pass such items to a member of staff for safekeeping.

Health and Safety:

- By agreeing to these terms and conditions, you are providing consent for DRH Sports Ltd professionals to administer all necessary first aid to your child as required at any time.
- It is the parent/guardian's responsibility to ensure appropriate clothing is worn and/or available for their child for the activity being undertaken and weather conditions. If a child arrives without the appropriate clothing the coaches have the right to send them home.

Medical Conditions:

- Any medical conditions that any participant may have must be fully disclosed.
 1. When you create your account with DRH Sports.
 2. To the lead coach of the activity or at the venue.
- If the booking is made outside of the website then the medical concern must be disclosed to the lead coach and camp director.
- Any child with allergies must have an Epi-pen with them or we must exclude them from an activity.
- Any child with asthma must have their inhaler with them otherwise we must exclude them from the activity.
- If your child has any medical condition which requires equipment they must bring it with them otherwise we are not allowed to have them participating.

Special Requirements:

- DRH Sports recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and medical conditions within the course environment.
- It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- It is the responsibility of the parent/carer to inform us of any medical conditions, special educational needs, or disabilities when booking online or over email so we can discuss how best to accommodate the child and consider whether there are reasonable adjustments



which can be made to ensure they are able to fully participate and enjoy the activities within the staffing ratios.

- The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
- Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.
- DRH Sports does not provide one-to-one support.

Leaving an Activity:

- All children must be collected and dropped off by a parent or guardian.
- Any child that normally walks home unaccompanied from any activity will only be allowed to leave unaccompanied if a parent or guardian has provided written consent prior to the activity starting – any child under 12 must be collected.

Exclusions:

- DRH Sports has a responsibility for ensuring the well being and safety of all children in our care and have approved procedures for managing behaviour.
- The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from sessions for the remainder of the lesson or for the entirety of a term.
- DRH Sports reserve the right to exclude any child for any reason at its absolute discretion, including persistent late collection. No refund will be made for days missed and no compensation will be made for any other cost or losses incurred as a result. Any costs associated with the exclusion will be the parents' responsibility.
- We reserve the right to exclude a child at any time prior or during a session due to illness. The parents/ carer will be expected to come and collect their child.

Complaints:

- DRH Sports is committed to ensuring every adult/child has a great time on our coaching courses. If you or your child are not happy with the service we provide then we'd like to hear about it.
- In the first instance raise it with the senior coach at the activity. He/she will deal with the problem in accordance with our policies and procedures.
- If your problem is not resolved to your satisfaction then please write to our customer services team at info@drhsports.co.uk within 7 days of your child's attendance of the activity. We will respond to your complaint within 28 days.
- We take your views and complaints very seriously and will endeavour to resolve your complaint as quickly as possible.

Refunds will only be issued if DRH Sports Ltd is proven to be in breach of its T&Cs



Policies & Procedures:

Copies of DRH Sports Ltd.'s policies and procedures can be made available upon request from info@drhsports.co.uk

Information:

- The information on this site is updated regularly. However, we hereby exclude any warranties (whether expressed or implied) as to the quality, accuracy, efficiency, completeness, performance and fitness for a particular purpose of the site.
- These T&Cs form the entire agreement between you and DRH Sports Ltd.
- By booking an activity with DRH you are acknowledging your full acceptance of these T&Cs and confirm that you have not relied on any other representation other than those contained within these T&Cs.
- If any term within these T&Cs is found to be unenforceable by a competent Court then such a term shall be struck out, but the remaining terms within these T&Cs shall continue in force to the full extent permitted by law.
- These T&Cs are governed by English Law and subject to the exclusive jurisdiction of the Courts of England.