

Terms and Conditions of the Tennis Coaching Programme (Please retain for your own records)

Contractual Agreement & Right to Cancel

If you wish to cancel this agreement you may do so within 14 days of its start date, by notifying us via email with reasoning. The payment for the first month will be charged for even if cancellation is received. All programme fees are payable monthly by Direct Debit which are taken on the 1st of each month. If you do not cancel within the 14-day cancellation period, you will be committed to payment of the programme fees for the second month. Thereafter, you may terminate the agreement and your payments by giving the University one calendar month's notice in writing, to expire on the last day of the relevant month. Cancellations must be applied for by contacting the Tennis office on teambath-tennis@bath.ac.uk.

Medical Freeze Facility

The University of Bath operates a facility whereby programme fees may be frozen in the event of injury. A charge of £5.00 per month will be levied for this facility. Fees can be frozen for a minimum of one month and a maximum of three months. Applications to freeze payments must be submitted via email at least two weeks before the freeze start date and must be supported by a doctor's note. Please note that payments cannot be frozen **retrospectively**.

Annual Rates Increase

Programme fees will be reviewed each year with any changes coming into effect on the 1st of August. If this results in an increase in fees, customers will receive at least one month's notice of such increase. We also reserve the right to increase fees outside of this time and any increases will be communicated at least 1 month before the increase is due to start.

Cancellation of Lessons

The University may need to cancel lessons without notice or on short notice in exceptional circumstances (although the University will always provide as much notice of any cancellation or change as possible). The University will only cancel a lesson if it really has to, due to circumstances outside of the University's control. This could include for example the following type of situation: -

- If a member of staff is unexpectedly unavailable and a replacement cannot be found in time for the lesson.
- If the courts are unfit for use due to some contaminant that had not been foreseen.
- If the University was closed due to severe weather conditions

Refunds

You will receive a refund for any lessons that are cancelled by the University (refunded on a pro rata basis). This will be refunded to you via a reduction in the following month's direct debit collection.

The University will normally try to inform you of any closures/cancellations either via email or phone (DEPENDS ON SIGN UP TO PHONE SERVICE). During severe weather conditions, if the University is closed or likely to be difficult to access, a message will also be placed on our social media channels and our Website.

Cancellation of a programme

If the University wishes to terminate a programme, all members will be notified in writing two months in advance of the final lesson.