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

1. Payment

Where a player is admitted to the junior tennis academy programme on a full-time basis ("TeamBath"), a payment for the programme shall be made in eleven (11) termly instalments. Monthly instalments will be debited on the 1st of every month with the first monthly instalment taking place on the 1st of September of each year.

Where a player is admitted to the senior tennis academy programme ("TeamBath"), a payment for the programme shall be made in twelve (12) termly instalments. Monthly instalments will be debited on the 1st of every month with the first monthly instalment taking place on the 1st of September of each year.

Both the content and the cost of the programme will be subject to review at the end of each programme year and communicated no later than the 1st of August of each year.

Where a player is admitted to the junior tennis academy programme on a part time (access) ("TeamBath"), a payment for the programme shall be made by Direct Debit.

The Direct Debit will assume participation in 35 weeks of our annual 39 week coaching programme and will be calculated on your individual weekly programme load. Programme load will be agreed in advance, and be clear on your offer letter.

Players can access our program for days or sessions to help compliment their program at home. This is charged at:

- £16.50 per hour (NON RPDC)
- £60 Per Day (4 hrs)
- £10.00 per hours (RPDC)

If you do not attend all 35 weeks of your allotted training you will not be eligible for a partial refund and may not transfer booking credit into next financial year.

If your bank fails to honour a direct debit payment from your bank account when due, the University will write or email to advise you of this. The University will charge an administration fee of £10 for each failed direct debit payment.

If, despite being notified of a missed payment, you miss further payments, the University reserves the right to, at its sole discretion and upon written notice, terminate a players membership. The University may also at its discretion commence debt recovery proceedings.

2. 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 months' 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.

For access players, you may only cancel at the end of one of the terms, again with one calendar months' notice in writing. No refunds will be given during the period of notice.

3. **Return to Play Facility**

The University of Bath operates a 'Return to Play' facility whereby programme fees may be reduced in the event of a long-term injury (defined as one to three months).

Upon satisfactory evidence received by the Head of Performance Tennis (Ian Macdonald) from the Physiotherapy Team of the University of Bath and in discussion with the player's lead coach we will:

- Reduce your monthly fees by 50% for the first two months of 'Return to Play'.
- In the event of the 'Return to Play' lasting beyond two months, your fees will be reduced by a further 25% for the third and final month.
- Beyond 3 months of 'Return to Play', your fees will revert to 100% if you wish to hold your place on the tennis programme.

'Return to Play' can last for a minimum of one month and a maximum of three months. Applications to the 'Return to Play' facility must be submitted via email to Ian Macdonald (jim21@bath.ac.uk) with accompanying evidence, whilst copying in your lead coach.

The 'Return to Play' facility cannot be processed retrospectively, and only future payments can be amended.

If your payment for the month has already been collected, it will be the future months payment that will be reduced. We require at least 10 days' notice before your next Direct Debits (DD) collection if you wish to access the 'Return to Play' facility.

4. **Cancellation of Sessions**

The University may need to cancel sessions 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 session if it really must. 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 session.
- 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
- If the University holds an event on the indoor or outdoor tennis courts.

5. **Refunds**

You will not receive a refund for any sessions that are cancelled by the University. In the event of a cancellation, your following month's direct debit collection will not be amended.

In lieu of no adjustments to your Direct Debit, we will endeavour to provide an amended programme when the normal sessions cannot occur. This could include (but not limited to) additional tennis within holiday periods, mental skills workshops, additional Strength & Conditioning, match charting and team building.

The University will normally try to inform you of any closures/cancellations either via email or phone. 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.

6. **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 session.

7. **The programme**

The programme load will be intricately linked with the player's stage of growth and maturation and consist of a balanced combination of Individual 1-2-1, Semi-individual 2-1, and group squad sessions. Due to the demands of the domestic and international tournament calendar there may be times where coaches are away from the programme and therefore, arranged coach coverage and/or session adjustments may be implemented. The key considerations of the coaching team are primarily a player's well-being and long- term player development.

The programme shall include the following:

- Tennis Coaching for 39 weeks of the year for 18&u players
- Tennis Coaching for 12 months of the year for professional players
- Strength and Conditioning sessions
- Use of all University of Bath courts and balls for sessions
- Use of designated facilities at the University of Bath Sports Training Village
- Membership of TeamBath (STV (Sports Training Village) access and bookable courts at weekends for example (not for access players)
- Transportation between attended School and training during the day in school term time.
- Off court support programme

- Video analysis as decided by individual coach

The following are NOT included within the programme:

- Player tournament expenses
- Physiotherapy
- School fees
- Accommodation
- Private medical insurance
- Players tennis equipment
- Coaches' travel, expenses, and attendance at tournaments (selected and agreed by Coaching team and communicated to parents)

8. Education/School/Accommodation

The Player's education will be the sole responsibility of the attended school.

The Player's accommodation will be arranged and contracted between the Player's parent/guardian and a local family or boarding school.

The University of Bath will hold no responsibility for any accommodation arrangements other than to provide details of potential families to prospective students.

9. Code of Conduct

The Code of Conduct sets out guidance for, and behavior expectations of, the player, and parents/guardians.

The Code of Conduct can be found here: Welfare - Team Bath

The contents of the Code of Conduct form part of these terms and conditions. The Player and any parent/guardian present will be expected to always behave in an appropriate manner as defined within the Code, whilst attending the Programme and competing in tournaments domestically/internationally.

The Code of Conduct is subject to change without notice.

Breaches of the above will be dealt with by Team Bath Tennis in line with the flowchart found within the Code of Conduct.

Activities contained within the programme will be covered by the Child Protection Policy issued by the Department of Sports Development and Recreation.

10. Media/PR/Branded Kit

The player is encouraged to wear appropriate Team Bath branded tennis kit to all competitions and during training.

11. Social Media

Social media can be a positive medium that informs, updates, and creates a good public image for a player and builds your own personal profile. When used incorrectly, however, it can offend others and create a negative view of a player, as well as attract bad publicity for the University and Team Bath.

Team Bath has social media accounts including X (Twitter) @TEAMBATHTENNIS, Instagram @TEAMBATHTENNIS. Through these channels we aim to promote all aspects of Team Bath Tennis with the aim of inspiring and highlighting events and achievements of the Academy and University.

Please read the Team Bath Tennis Online and Social media policy here. Welfare - Team Bath

Breaches to the above policy will be dealt with in line with the disciplinary procedure found in the Code of Conduct.

Top Tips

Support Team Bath Tennis and your fellow players by engaging with their posts.

Engage with others but don't get too personal and avoid getting into arguments – you will regret comments made and it can reflect poorly upon your child's image as well as their coach & Team BathTennis.

Remember that everything you post is potentially public and will remain on social media for many years to come – even if it is in direct messages.

Always check your privacy settings and ensure that your personal information is hidden (address/phone number/email etc.).

Ignore abusive/bullying/threatening posts – block and report them to the social media networks and inform the Welfare officer.

Avoid posting when you are angry or upset – you may say something you regret, particularly after your child's loss.

Do not post anything homophobic, racist, sexist, or otherwise discriminatory or harassing or make comments that belittle another person. You do not want to offend someone, and potential sponsors do not want to associate themselves with someone who is offensive.

12. Data Protection

The University is a Data Controller under the UK General Data Protection Regulation

(UKGDPR). To process the Player's registration, we need to collect personal details about you and your children. The University will treat all data collected as confidential and keep it secure, complying with all relevant UK data protection legislation. The University will use your email address and telephone number to contact you with information that relates to the programme and any information that relates to the welfare of your child.

13. Safeguarding and reporting a concern

We strive to ensure that all children, young people, and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.

Everyone who is involved in tennis has a shared responsibility to support this by promoting the welfare of all children, young people, and adults at risk.

There are several ways to report a Safeguarding concern:

You can talk to Juliet Dormer, Welfare Officer in person or on +44 (0)1225 385956 or Email: jgh21@bath.ac.uk

You can also call or email the LTA (Lawn Tennis Association) Safeguarding Team on 020 8487 7000 and safeguarding@lta.org.uk.

If you believe the child or vulnerable adult is in immediate danger, then please call the NSPCC on their 24/7 helpline: 0808 800 5000 or the Police on 999.

14. Clean Sport and Integrity

Team Bath is committed to ensuring that British Tennis is a Clean Sport. Team Bath is linked with the LTA and is a member of the International Tennis Federation (ITF) and therefore compliant with the ITF's Anti-Doping rules, ensuring that all tennis players have the right to play, compete and win in a fair and drug-free environment.

All British players are bound by the LTA's Disciplinary Code of which Anti-Doping is a part and are expected to complete the LTA's annual Anti-Doping Online Education Tutorial as a term of the LTA Regional Player Development Centres (RPDC) subsidy agreement. Failure to complete the tutorial could lead to a suspension of the player subsidy.

For further information please contact Chris Starkey cls96@bath.ac.uk or LTA's Anti-Doping Officer Richard Nunn on Richard.nunn@lta.org.uk or 07718 962103 or visit: www.lta.org.uk/clean-tennis

If you have any suspicions or concerns about doping, please report them, however small and insignificant they may seem. You can call anonymously 24/7 to talk to a highly- trained operator or if you would prefer not to speak to anyone, you can also report your concerns via email.

Call: 08000 32 23 32

Email: protectyoursport@reportdoping.com

Website: https://www.ukad.org.uk/protect-your-sport