



Terms and Conditions

By enrolling in JustPlay Tennis Coaching sessions, you agree to the following Terms & Conditions. These may be updated periodically. We reserve the right to modify or introduce rules necessary for safety, efficiency, or operational viability.

1. Junior Membership

Rolling monthly membership is available for junior players only (under 18).

- Introductory trial: FREE for the first 30 days
- Thereafter, billing occurs monthly. Pro-rata charges apply for partial periods.
- Membership renews automatically with each payment. No payment = no active membership.
- Includes full or partial discounts on eligible junior sessions. Some events excluded.
- Non-transferable and non-shareable.

2. Adult Bookings

Adult players do not have access to monthly membership. All adult sessions must be booked via pay-as-you-go system. Adult players may also purchase non-refundable Flexi-card for convenience. These are non-transferable and must be used within the timeframe stated at purchase or on the card.

3. Booking & Sessions

All bookings must be made via the JustPlay Tennis Coaching online booking system (e.g. justplaytennis.co.uk). No other booking method is accepted.

- Bookings can be made up to 7 days in advance.
- Sessions and coaches are subject to change without notice.
- We may cancel any session with less than 3 bookings.
- We reserve the right to redirect or refuse players based on age or ability.

4. Waiting Lists

Sessions have attendance caps for safety and quality. A waiting list will operate when full. You will be notified if a space becomes available.

5. Member Details

You agree to keep your personal and contact details up to date via your account.

6. Cancelling Junior Membership

You may cancel junior membership anytime via your bank or by emailing justplaytennis@hotmail.com. It will remain active until the day before your next payment is due.

We may suspend or terminate memberships that breach our Code of Conduct.

7. Payments & Fees

- Payment details are stored securely for junior members.
- You are responsible for keeping payments up to date. Missed payments may lead to access being suspended.
- After repeated missed payments, your membership may be cancelled with written notice.

8. Price Changes

We will provide at least one month's notice before any junior membership fee increase. You may cancel during this period if you do not accept the new rate.

9. Refund Policy

Membership payments and adult flexi-cards are non-refundable. In cases of major injury or serious extenuating circumstances, we may (at our discretion) pause your membership or extend your flexi-card expiration without penalty.

10. Disputes

We aim to resolve issues quickly and respectfully. If you have a concern, please email justplaytennis@hotmail.com.

11. Pay-as-you-go Bookings (All Players)

- All adult bookings and junior drop-ins must use the pay-as-you-go system.
- Booking is via the online system only; payment is taken at time of booking.
- Cancellations with 24+ hours' notice receive full credit to your account.
- No refund or credit will be issued for late cancellations or no-shows.

12. No-show Policy

- Failure to cancel 24+ hours in advance and then not attending = 'no-show'.
- Repeat no-shows may result in restricted booking access.

13. Photos & Videos

By attending, you consent to occasional photography/video for promotional use. To request removal of media, email justplaytennis@hotmail.com.

14. Health

You confirm that you/your child are medically fit to participate. If unsure, please consult a GP. We are not responsible for carrying out medical assessments.

15. Weather Policy

We aim to run sessions wherever possible. Final decisions are made on-site using weather radar and safety judgement.

On wet days, off-court tennis-related activities may be provided.

16. Liability

We are not liable for personal injuries or lost property unless due to our proven negligence.

17. Data Sharing

Your name (or your child's) may be shared with Swanage Tennis Club to confirm access rights to club facilities.

18. Code of Conduct

Players

- Respect coaches and fellow players
- No swearing, racket abuse or disruptive behaviour
- Keep the venue clean and tidy
- Be mindful of neighbours during early/late sessions

Parents

- Praise effort over outcome
- Encourage independence and respect
- Reinforce consistency and positivity
- Support self-motivation and responsibility

Coaches

- Model JustPlay Tennis Coaching values: Fun, Friendly, Affordable, For All.
- Challenge and support players appropriately
- Engage with parents respectfully
- Commit to ongoing learning and mentoring

19. Court Use

- No studs, shirtless play or chewing gum allowed
- Disruptive behaviour = removal from session without refund
- Report any damage immediately
- Smoking is prohibited on court and in the clubhouse

20. Holiday Camps

JustPlay Tennis Coaching runs full-day holiday camps for children aged 4–16 .

These camps are recreational and sporting in nature and are not Ofsted-registered.

We operate under the '14-day rule' exemption for holiday camps.

- **Hours:** Standard camp hours are 8:00am – 4:00pm.
- **Food:** We do not provide food. Parents must pack a lunch and snacks. Please avoid nut-based products where possible due to allergy concerns.
- **Medical Forms:** A completed medical and emergency contact form is required prior to the start of each camp week. JustPlay Tennis Coaching reserves the right to refuse entry without this.
- **First Aid:** Basic first aid will be administered by qualified staff if necessary. In the event of a more serious injury or illness, we will contact parents immediately and seek emergency medical attention if required.
- **Behaviour:** Children are expected to behave respectfully toward coaches and other participants. Bullying or aggressive behaviour will not be tolerated. We reserve the right to remove a child from camp if their behaviour disrupts the experience or safety of others.
- **Photography:** We may occasionally take photos/videos during camp for promotional use. If you would prefer your child not to appear in these, please notify us by email at justplaytennis@hotmail.com.

- **Late Pickup:** If a child is not collected by 4:00pm and no contact has been made, JustPlay Tennis Coaching will attempt to reach emergency contacts. If unsuccessful, we may be required to contact local authorities or safeguarding agencies.
- **Cancellation:** Camp bookings are non-refundable within 24 hours of the camp start time. Credit may be offered at our discretion for medical cancellations with evidence provided.