

TERMS & CONDITIONS

CF Tennis is committed to safeguarding and promoting the well-being of all customers and players. The Academy has the following conditions which must be accepted:

PROGRAMMES (GROUP COACHING, COURSES, SQUADS & CAMPS)

- Registration should be completed prior to the programme start date.
- Payment must be made on registration to secure a place.
- Places are sold on a first-come first-serve basis.
- Once the maximum number of attendees is reached, a waiting list will be created and attendees contacted if the program is to be extended.
- If a course is undersubscribed and cancelled, the Senior Coach/Admin staff will suggest alternative arrangements to attendees.
- A missed session may be caught up only via another suitable session at the discretion of the Senior Coach. The arrangement must be made in advance. Catch-up sessions for group classes can only be taken in another group session.
- Missed sessions will not be credited unless there are exceptional circumstances.
- Players must inform us of any medical condition, or disability, which may be relevant to the adult or child booked onto a course. Players must also notify us of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. It is our policy to include any such individuals within the scheduled courses wherever possible, but we reserve the right to refuse the booking if we are regrettably unable to accommodate the needs of the individual.
- We reserve the right to refuse entry to a course or advise a more appropriate session if any participant is found not to be of the correct age/ability or is unable to complete a course due to being in the incorrect age/ability group.

INDIVIDUAL COACHING, PRIVATE/SEMI-PRIVATE LESSONS

- Individual coaching sessions cancelled less than 24 hours before are liable to pay the coach in full. This is at the discretion of the coach as he/she is responsible for managing their individual coaching sessions.
- Communication regarding individual coaching sessions are arranged directly with the coach concerned.
- Management of coach bookings is controlled by the coach in question.
- Coaches are responsible for attending any session they have arranged.
- All lessons must be completed within the same season. Lessons are not carried over into the next season and only one cancellation per term is accepted.
- Refer also to the Cancellation Policy.

COURT BOOKINGS

- Court bookings are available on the hour. A pay before you play policy is enforced.
- Court bookings can be made over the telephone or in person and are to be confirmed by CFTA.
- The player should contact reception on arrival and prior to going on court for court allocation. Specific allocation of court can only be confirmed on arrival at the Centre.
- Court bookings should be made in the name of a player who will be on the court. Players may be asked to leave the court if the named person who made the booking is not present unless otherwise communicated beforehand.
- Attendance later than 15 minutes after the hour may result in loss of booking and the court being allocated to another player.
- Court usage in poor weather conditions is at the individual's choice and risk.
- Only coaches approved by CFTA can operate on the courts, and book courts in advance for individual coaching lessons.
- Adult supervision is required at all times when booking courts for juniors.
- Refer also to the Cancellation Policy.

CANCELLATION POLICY COURT BOOKINGS

- Any necessary court cancellations should be made with more than 24 hours' notice prior to the court booking time. Cancellations made within 24 hours will be charged the full fee.
- Cancellations made after this time must call the club and exceptional circumstances will be taken into consideration.
- The full court fee applies if a player chooses to play in adverse weather conditions/on slippery courts and uses the court for more than 15 minutes.
- In adverse weather conditions the player should contact the admin team or coach on site to check if play is possible.
- Play in adverse conditions is at the player's own choice & risk.
- No cash refunds will be made, all refunds will be made via original mode of payment.

PAYMENTS

- All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties
- We accept payments online using Visa and MasterCard credit/debit card, or cheque
- Any purchase, dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE.
- Coaches and admin have access to card machine, strictly a no cash payment policy at CFTA.
- Payment to GEMS ASAs must be done via ESM portal.

CREDIT NOTES, REFUNDS AND CATCH-UP SESSIONS

Credit and refunds may only be given in exceptional circumstances at the discretion of the finance manager, these are:

- If CFTA cancels a booking or event
- Any medical issues which are supported by a valid doctor's certificate
- Refunds will be done only through the Original Mode of Payment
- Cash refunds are limited to exceptional circumstances and can be requested via a Refund Request Form completed by the customer.
- If a refund is issued once the course has been started, then the classes already taken will be charged at the full price and not the package price.
- Catch-up sessions for group classes can only be taken in another group session.

GENERAL

- Pets are not permitted on the courts.
- Riding of bicycles and scooters or anything similar is strictly prohibited in the venues.
- Food and refreshments may be consumed outside the playing areas only.
- People not playing sports should respect players on court by not making too much noise or causing any distractions.
- Please respect your own and others' possessions. CFTA accepts no responsibility for items lost, stolen or damaged on the premises.
- Lost property, balls or equipment found should be handed back to the owner or to reception.
- Damage caused whilst at CFTA is chargeable to the offender(s). To the extent permitted by law, CFTA will not accept responsibility for any injuries incurred during play at our premises.
- Personal items should not be left on the premises overnight.
- Appropriate sporting attire should be worn on court and shirts must be worn at all times.
- Players are required to wear non-marking footwear when on court. Players cannot wear metal studs or any form of studs on any of the courts.
- Only CFTA coaches may coach clients and/or charge for coaching services using the courts.
- CFTA reserves the right to refuse admission to the courts to any person whether or not a fee has previously been paid in respect of entry and/or the use of the facilities.
- CFTA reserves the right to require any person to leave the courts at any time without refunding any fee paid for entry or for the use of any facilities

- he/she physically harms others. There will be no warning before removal if the first incident is considered to be of a severe nature.
- All participants should
- Behave in a way that does not discriminate, bully or intimidate others
- Behave in a way that never puts others or their self at risk
- Use appropriate language, in all languages
- Never act aggressively towards others and the coaches
- Not be involved in fighting, hitting, biting and all other forms of physical violence
- Respect all facilities and equipment
- Act in line with the principles of fair play and positive sporting competition
- Players must have a willingness to participate in sessions they attend

RESERVATION OF RIGHTS

We reserve the rights:

- i) To alter the content, nature, and/or venue at any time
- ii) To alter the details of any published information at any time
- iii) To review and amend our policies from time to time without prior notice

I understand and agree to the Terms and Conditions of CF Tennis Academy