

Go Tennis Limited General Terms and Conditions (Please keep a copy for your records)

Participants of all ages (and parents/guardians of participants under 18 years) must read these before booking

In these booking conditions “we” and “us” mean Go Tennis and “you” and “your” means both the person booked, or to be booked, on a course (“participant”) and (in the case of participants under the age of 18 when booking) the parent or guardian who signs the booking form.

1. When you book you must pay the course fee to secure your place. If you contact us by telephone we will confirm to you how to pay and will hold your booking for you for five working days to enable you to let us have your booking form and payment. After that, if we have not received your form and payment we may resell you place. When you have paid we will confirm your booking in writing or by email. Cheques should be made payable to Go Tennis Limited. If your cheque does not clear we will cancel your booking.
2. In the case of participants under 18 bookings can only be confirmed when we have the consent of a parent or guardian where indicated on the booking form.
3. We will incur costs as soon as you make your booking, so if you cancel you must compensate us. The closer to the course date you cancel the more difficult it may be for us to resell your place on the course. If you cancel, cancellation charges will apply whether you have booked at the full price or at a discounted price. The cancellation charges vary from course to course. If you wish to transfer your booking from one course to another, provided we have a place available you may do so without incurring a cancellation charge, but we may require you to pay an administration fee and any difference in the course fee. We will not refund you in respect of any days or parts of days on which you are absent, for any reason, during your course. Please arrive promptly so we can start at the advertised start time of your course each day. If you are not going to attend on one or more days (or know you are going to be late) please telephone us in advance if possible, or otherwise as soon as possible on the day in question. You must leave or be collected promptly at the advertised finish time for your course.
4. We reserve the right to make changes to our programme from day to day according to the number of participants on a course, the mix of ages and abilities, or prevailing conditions such as the weather. If we cancel a course, or part of a course, for any reason within our control (but not if we exclude you for any of the reasons given in paragraph 7. below) we will give you as much notice as we reasonably can and refund any payment or, in the case of a partial cancellation, refund you pro rata. We will have no other liability to you in the event of our cancellation.
5. You must come suitably dressed for tennis, with a tennis racket and tennis or track shoes, a towel, when appropriate protection from the sun (hat and sun cream) and adequate warm and waterproof clothing to cope with unpredictable weather. You must also bring a pack lunch (for full day courses or wherever the course details state this.) In respect of participants under 18 we must also have a contact telephone number for a parent or guardian all times.
6. You (and in the case of participants under 18 parents/guardians) must let us know, when you book, if you have any physical disability or other condition (or let us know subsequently if such condition arises) of which we should reasonably be aware. If you are receiving treatment or are taking medicines you must tell us. Please contact us to discuss whether such condition or treatment is likely to make the course unsuitable for you.
7. We reserve our right to refuse to accept a booking for any reason in our absolute discretion. We expect all those who attend our courses to respect others on the course, of all ages, and us and our staff and others who may be in the vicinity. If you misbehave, cause injury to or threaten staff or participants or others physically or verbally, or damage property or remove property belonging to others, or do not accept our reasonable instructions, we reserve the right to exclude you from the course thereafter without refund. We will not accept foul language, bullying, theft, alcohol or drugs at or in the vicinity of the grounds, any of which may result in immediate exclusion without refund. The cost of any damage or expense caused by any of the above will be charged to you or (as applicable) the parent or guardian who signs the booking form. Should we exclude you must leave (or arrangements must be made for you to leave) the ground.

8. We will not accept responsibility for loss or damage to your property however caused.

9. You consent to our taking such photographs, making films or recordings, and to our using your voice and appearance, for the purposes of training and for our marketing purposes and you waive any rights you might have in them; and you also consent to our retaining the any such photographs, films or other recordings in our archives, whether they are so used or not. We shall not, without your prior consent, use the photographs, films or other recordings for any commercial purposes other than training or marketing purposes, provided that we shall not be required to obtain such consent of a parent or guardian in respect of a participant after such participant has attained the age of 18.

10. You must comply with any further terms and conditions applying to your particular course which are notified in the course details on the website or otherwise communicated to you.