



Diamond Tennis Academy

www.diamondtennisacademy.co.uk

“Providing quality coaching for all”

BOOKING TERMS AND CONDITIONS

AVAILABILITY OF PLACES ON GROUP COURSES

Players currently on the course have preference on booking onto the next course. Their place on the next course will be reserved for them until the reserve date. If they have not paid for their place by this date then the players on our reserve list will be contacted and offered any unclaimed places. Up to date numbers of place available on the course can be found on our website, or by phoning our office. Players can put their name on the reserve list at any point.

PRIVATE COACHING

Players interested in private one-to-one coaching should contact Diamond Tennis Academy to check the availability of coaches at requested times before payment is made online.

EQUIPMENT

Equipment is provided and rackets are lent out to new members, players are requested to purchase their own rackets after the first course of coaching. DTA has great deals with a local sports shop, YC sports on YONEX rackets and has demonstration rackets and professionals to advise on the best racket to fit players individual style. Please contact a member of our coaching team for details on current offers and how to trial a racket before you buy.

CLUB MEMBERSHIP

Coaching sessions are reserved for members at Heath Park, Canton and Rhondda.

Membership information can be accessed through the website, DTA office (see website for location) or through our coaches. Upon joining the club, members are offered a free British Tennis Membership, which is recommended for all players in order to benefit from LTA-communications, a Player Rating and special offers.

Open sessions, including camps and school coaching, do not require membership.

PART-ATTENDANCE

There are capacity limits on each course and sessions are planned with this taken into account. Therefore, players must book for a whole course rather than attending and paying on an ad-hoc basis. Refunds are not provided for sessions missed through illness or unavailability.

CANCELLED SESSIONS/POOR WEATHER

If coaching sessions need to be cancelled due to poor weather or other reasons, those registered on the course will be notified via text message, 30 minutes before the commencement of the session to prevent a wasted journey. Therefore, players are requested to ensure the details they provide during registration include up-to-date contact details. If in doubt, players should assume the session is on.

If more than 50% of a session has taken place then no rescheduled session will be arranged.

Cancelled sessions will be reorganised at a different date, usually on weekends or during the school holidays, details of which will be communicated to members via our website. Players unable to attend the catch-up session will not be refunded.

CHILD PROTECTION POLICY

DTA operates a strict child protection policy, details of which can be viewed on the DTA website.

Please ensure DTA is made aware of any medical/behavioural conditions by stating them clearly on the booking form.