

Tennis Programme Terms and Conditions

Newport Live are committed to safeguarding and promoting the well-being of customers and players. Everyone associated with the Tennis Programme and Membership should show respect and understanding for the safety and welfare of others. Users are encouraged to share compliments or concerns about any aspect of the Tennis Programme and facilities. All players and visitors are expected to abide by the rules of the Tennis Programme and Membership.

TENNIS LESSON MONTHLY DIRECT DEBIT

- A Membership form must be completed before the first lesson commences.
- Payment must be made on joining to secure a place
- Places are sold on a first-come-first-serve basis
- Once the Tennis Lesson is full a waiting list will be created.
- If a Lesson is undersubscribed and cancelled the Tennis Manager will suggest alternative lessons to the attendees before the lesson is removed.
- In exceptional circumstances, Newport Live can Freeze your programme membership if you will not be accessing group coaching lessons. Please note if we freeze your membership, we cannot guarantee your place in a lesson would still be available.
- Lessons are usually run on the Indoor Tennis Courts, but we reserve the right to move lessons to the outside courts when necessary.
- Lessons will run for the scheduled time irrespective of the weather. Play will continue in the rain whenever safety is not compromised. If necessary, coaches use wet weather resources to continue learning off court.
- Attendees should wear/bring appropriate clothing and equipment.
- Players must inform us of any medical condition, or disability, which may be relevant to the adult or child booked onto a lesson. 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 lessons wherever possible, but we reserve the right to cancel the membership if we are regrettably unable to accommodate the needs of the individual. We would try to offer an alternative option where possible.
- We reserve the right to refuse entry to a lesson or advise a more appropriate lesson if any participant is not attending the most appropriate class for their age and/or ability.
- Any decision to cancel a lesson due to adverse weather conditions is based on the extent to which travel routes are affected. Any decision to cancel will be made by management as late as is reasonably possible. This will be notified on our Website and Social Media platforms including Facebook and Twitter. Whenever possible, customers will be contacted by phone/email once a decision to cancel has been made. As a last resort customer should call 01633 656757. Please bear in mind difficulties in trying to predict the British weather. Our overall intention is for as many lessons as possible to go ahead. Where Tennis Lessons must be cancelled Newport Live will endeavour to offer an alternative session where appropriate.
- It is the responsibility of the Parent/Guardian to ensure we have the most up to date contact details. Please inform us as soon as possible of any change to your contact details.
- Newport Live reserves the right to change or amend the Tennis Programme and lesson structure at any time.
- Tennis Lessons are calculated as 50 Weeks divided into 12 monthly payments to consider of the 2-week shutdown during Christmas.

TENNIS TOTS

- This is available for children aged 2.5 to 5 years.
- Tots can access all Tennis Tots lessons on a first come first serve basis
- Booking is advised

JUNIOR TENNIS

- This is available for children 5 to 16 years. (Ages 4 at coaches' discretion on an invite basis only)
- All children booked into junior lessons are fully supervised, but we cannot undertake to supervise children using the courts at other times. Parents of Children aged 7 and under must not leave the Tennis Centre during the lesson.
- All children booked onto junior lessons must bring appropriate weather protection on court at the beginning of the lesson.

ADULT TENNIS

- This is available for players 17 and above.
- Winter League sessions are not included in the Adult Tennis Membership and need to be booked and paid separately.

1-2-1 LESSONS

- 1-2-1 coaching can be arranged directly with your Coach. Lessons must be pre-booked and paid for at the Reception Desk
- If the weather forecast prior to the lesson is poor, any decision to cancel will be made by the Coach as late as is reasonably possible. Whenever possible, customers will be contacted by Email/Phone/text once a decision to cancel has been made.
- If a lesson runs over half of the designated time and is interrupted due to weather conditions, the lesson is considered a full lesson and no credit will be issued
- Refer also to the Cancellation Policy

PAY AND PLAY TENNIS

This includes:

- *Skills and Drills*
- *Adult Social Tennis*
- *Winter League*
- *Competitions*
- *Tennis Tots**
- *Cardio Tennis***
- Places are sold on a first-come-first-serve basis to the maximum number of places advertised
- The Coaching Staff and Management will advise any attendee of a more appropriate session or have the right to exclude them from a session if they are not the appropriate standard.
- A receipt must be retained and handed into the Coach running the session as proof of payment
- If a session runs over half of the designated time and is interrupted due to weather conditions, the lesson is considered a full lesson and no credit will be issued
- *Tennis Tots Sessions are also included in Tennis Tots Membership

- **Cardio Tennis Sessions are also included in Newport Live Fitness Memberships (excluding swimming membership)

TENNIS COURT BOOKINGS

- Tennis Courts are available to book in 30- or 60-minute sessions.
- Tennis Courts can be booked up to 8 days in advance.
- All Tennis Courts bookings must be paid at the time of booking.
- Players must report to Reception before accessing the Tennis Court.
- Maximum of 4 Players on court including the member when booked as part of fitness memberships.
- Where adults and juniors are playing together the Adult price applies
- Players must always wear appropriate clothing and footwear.
- No food or drink is allowed on court. Water in appropriate containers must be kept to the side of the court, without blocking the walkway.
- No rubbish is to be left on court and must be disposed of safely in bins provided.
- Only Newport Live authorised coaches can coach on Newport Live Tennis Courts unless prior authorisation is granted in writing by the Tennis Manager.
- Private Coaching subject to a full court fee and prior authorisation by the Tennis Manager can be accommodated prior to 9am Monday to Friday.