

Tennis Course and Class Booking Terms and Conditions
(Updated December 2015)

When booking on a course you agree to the following:

1. Course booking payments must be made in full to secure your place on a course. Spaces cannot be reserved without full payment.
2. Payments accepted include, Cash, Card, or Cheque (Payable to: Letchworth Sports and Tennis Club LTD)
3. If your membership expires before the start of the course you will be contacted to pay the additional balance between the members and non-members rate.
4. We will not automatically re-book you on your course the following term and your space is not guaranteed, it is your responsibility to adhere to the priority booking dates and re-book in time.
- 5(a). If your course is cancelled on a certain date due to very bad weather or other unforeseen circumstances we will attempt to notify you via phone or email (hence the importance of you checking we have your details correct on our system). The sessions will then be made up during holiday time and refunds will not be given. Also check with reception or the club website for up to date announcements.
- 5(b). Sometimes in bad weather conditions outdoor courses may have to be moved inside for that session. The indoor groups on at that time may be condensed onto a smaller number of courts as long as LTA recommendations for maximum players per court is not exceeded.
6. Course booking fees are non-refundable once paid. Refunds due to prolonged (3 weeks or more) injury/illness will be given in the form of a credit note for the following terms course. A maximum of 6 weeks credit will be applied to your account in all circumstances. Cash refunds in exceptional circumstances are at the discretion of the manager/mini tennis manager and the 6 week maximum refund amount still applies.
7. Please check your receipt to see that you have been booked onto the correct course as mistakes are hard to rectify at a later date.
- 8(a). Pay and Play sessions (including Matchplay, Tots Tennis, Clubnight), are bookable up to 2 weeks in advance. Full payment must be taken to reserve your space. This can be done over the phone or in person.
- 8(b). Pay and Play sessions (Matchplay, Tots, Clubnight) cancellations over 48 hours before the session will be offered a credit note for a subsequent session. For cancellations after the 48 hour deadline, no refund will be offered.
- 8(c). When Tots-tennis is booked as a course and the term paid up-front, course booking rules (4), (6) and (7) apply.
- 8(d). Tots Tennis course - A maximum of 6 spaces are offered at the discounted rate if booked upfront for the whole term. This is available on a first come basis starting from the penultimate session of the previous term. The other 6 spaces on the group are available as pay and play, see 8(a) and 8(b).
9. It is the responsibility of the person booking to ensure that our Reception team have the correct and up to date emergency contact details of the responsible adult linked with the player who will be attending the course or class.
10. You agree to LSTC using your contact details to send you email newsletters and information periodically to keep you up to date. We will not use your contact details for any other purpose or disclose them to third parties.