

## **Tennis for Life Refund Policy**

Tennis for Life makes every effort to sell its services fairly and help everyone understand what they are signing up too. The charges are quite small and commitment is essential to know whether the expenses incurred can be covered. Operating on such small margins means this is the policy. Facilities have to be committed to in advance.

### **For all prepaid activity or events: -**

1. Withdrawal from an activity or event greater than 6 weeks' notice – full refund **MINUS A 10% ADMINISTRATION FEE.**
2. Withdrawal from an activity or event less than 6 weeks but greater than 4 weeks' notice – 75% refund, **also less a 10% Admin fee off full amount.**
3. Withdrawal from an activity or event less than 4 weeks but greater than 2 weeks' notice – 50% refund, **also less a 10% Admin fee off full amount.**
4. Withdrawal from an activity or event less than 2 weeks but greater than 1 weeks' notice – 25% refund, **also less a 10% Admin fee off full amount.**
5. Withdrawal from an activity or event less than 1 weeks' notice – No refund

**Note** – An activity or event is things such as Tennis termly groups, holiday groups, tournaments, match plays, box league enrolments, and any other such activities that from time to time are run and fall into this category.

### **For all individual or shared tennis/fitness lessons booked in advance and paid on the day, or at some point after: -**

1. Cancelling the lesson with more than 7 days' notice – No charge
2. Cancelling the lesson 4 to 6 days' notice – 50% charge
3. Cancelling the lesson 2 to 3 days' notice - 75% charge
4. Cancelling the lesson the day before or on the day – Full payment

**Note** – Sometimes these lessons may have more than 1 person in them which means if one person drops out the charge will need to be made by those left in the lesson.

Termly individual/Shared lesson slots can also be stopped at any time without incurring a charge. However, notice is appreciated and the 7 days' notice period above is required.

Thank you for understanding.

Donna Andrews, Head Coach

Tennis for Life

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