

## **Terms and Conditions – Adult Group Coaching Sessions**

Thank you for booking an adult group coaching session (**Session**) with Northcote Tennis Academy Pty Ltd (**we, us, our** or **Northcote Tennis**). We hope you enjoy your on-court experience with us!

### **General**

By booking and participating in any Session, you agree to abide by these terms and conditions (these **Terms**).

These Terms apply to all participants aged 18 and over.

Northcote Tennis reserves the right to update these Terms at any time.

### **Bookings and payments**

All bookings must be made in advance through our website, online system, in person, or via phone or email.

When booking a Session online, you will receive the following communications from us:

1. Email - confirmation at the time of the booking being made;
2. Email - approximately 24 hours prior to your scheduled Session commencing; and
3. SMS - approximately 3 hours prior to your scheduled Session commencing.

Full payment is required at the time of booking to secure your place in your chosen Session.

If you purchase a package deal from us (for example, ten (10) Sessions at a reduced price), then you must use these Sessions within one (1) year from the purchase date. Any unused Sessions will be forfeited.

We reserve the right to refuse your participation if payment has not been received prior to a relevant class commencing.

Prices are subject to change, but any changes will not affect confirmed bookings.

### **Refunds and cancellations**

#### Cancellations by you

You may cancel a booked Session by using the button/link within the confirmation and reminder emails that we send to you, or by logging into your online booking account.

If you cancel at least two (2) hours before the Session that you have booked, a full credit or rescheduled Session will be offered.

Cancellations made within two (2) hours of your booked Session will not be eligible for a refund or rescheduled Session.

You are not permitted to transfer your booking for a Session to another person.

#### Cancellations by Northcote Tennis:

If any Session is cancelled due to inclement or extreme weather conditions (for example, heavy rain, lightning or extreme heat), court or coach unavailability, or other unforeseen circumstances, a rescheduled session or credit will be provided. No refunds will be provided.

If any Session is cancelled during the Session being performed, we will not provide you with a refund, if 50% or more of the Session has been completed.

If any Session is cancelled prior to 50% of the Session being completed, then a rescheduled session or credit will be provided. No refunds will be provided.

Any credits that we may provide to you must be used within one (1) year of the date that the credit was issued.

#### **Missed Sessions:**

If you miss a Session without providing us with prior notice, no refund or rescheduled session will be provided.

Rescheduling is subject to availability and at Northcote Tennis' discretion.

#### **Health and safety**

Participants must be in good health and have no medical conditions that could prevent safe participation in any Session.

You must inform Northcote Tennis of any relevant health conditions during the Session booking/registration process.

Northcote Tennis reserves the right to refuse your participation in any Session, if it is deemed unsafe for you to participate.

All players must comply with Northcote Tennis safety rules and must follow the instructions of Northcote Tennis coaches at all times.

#### **Personal belongings**

I understand and acknowledge that Northcote Tennis is in no way responsible for the safekeeping of my personal belongings, while I attend any Session.

#### **Acknowledgment of risks**

I understand that participating in Sessions involves inherent risks, including but not limited to:

- physical injuries such as sprains, strains, or fractures; and/or
- cardiovascular incidents, including heart attacks or strokes.
- accidents or equipment failure.

I acknowledge that Northcote Tennis has taken reasonable steps to minimise these risks, but cannot guarantee my safety.

#### **Voluntary participation**

I confirm that my participation in Sessions is entirely voluntary and I am under no obligation to perform, or participate in any activity, that I do not wish to.

I agree to stop any activity if I feel unwell, experience pain, or if my medical professional advises against participation.

#### **Waiver of liability**

I release and discharge Northcote Tennis, its directors, employees and other personnel, from any claims, actions, or liabilities arising from:

- injuries or illnesses that occur during, or as a result of, my participation in any Session; and
- my failure to follow instructions or recommendations provided to me by Northcote Tennis personnel.

### **Indemnity**

I agree to indemnify and hold Northcote Tennis, its directors, employees and other personnel, harmless from any claims, demands, or legal actions brought by third parties arising out of or in connection with:

- my actions, behaviour, or negligence during or related to Sessions;
- my failure to provide accurate health information or follow instructions from Northcote Tennis personnel; and
- any injury or damage I may cause to equipment, property, or other individuals during any Session.

### **Consent**

I give permission for Northcote Tennis personnel to contact emergency medical services for me, if I become injured or ill. I understand that I will be responsible for any expenses incurred.

### **Photography and media**

Northcote Tennis may take photos or videos during on-court sessions for promotional purposes.

If you do not wish to be included in promotional materials, please notify us in writing before your first session.

### **Privacy Policy**

Any personal information that you provide to Northcote Tennis will be handled in accordance with our [Privacy Policy](#).

### **Contact information**

For any inquiries regarding these Terms, please contact:

#### **Northcote Tennis Academy**

Phone: 0400 217 744

Email: [info@northcotetennis.com.au](mailto:info@northcotetennis.com.au)

Website: [www.northcotetennis.com.au](http://www.northcotetennis.com.au)

By booking into the adult group coaching sessions, you confirm that you have read, understood, and agreed to these Terms.