

TERMS AND CONDITIONS OF SERVICE

Places are strictly limited and are only reserved once payment has been processed.

All private coaching sessions are payable a week in advance. Payment must be made by Monday morning to secure the space.

All group lessons must be booked online and all contact details fields need to be completed. These contact details will be used to when sessions are cancelled due to weather or emergency.

There will be no refunds for lessons unless the Application for Refund is accompanied by a medical certificate. There are no refunds or credits for withdrawals or non-attendance due to change of mind.

Make-up classes will be provided for classes that are missed due to illness. If you have fallen ill for a session, you can contact your coach to enquire about the possibility of a make-up class. Up to two 'Make Up lessons' per term are permitted.

You have the right to cancel your appointment 24 hours prior to the lesson; this will ensure the possibility for other players to fill the spot left by the player or to confirm the minimum number of players required to hold a group lesson are attending. Otherwise, if the player cancels the lesson without prior notice less than 24 hours before the lesson, he/she will be charged the full price of the lesson.

In the event of poor weather, your coach will contact you via email or text message approximately 2 hours prior to the commencement of the session to advise if the session is cancelled. If you have received no contact at this time your lesson will run.

Decisions regarding lesson cancellations are under the sole discretion of the tennis coach.

In the event of poor weather resulting in the cancellation of the lesson, a make-up lesson will be added on to the coaching term to run in wet weather week or at another agreed scheduled time.

All cancelled lessons due to poor weather must be made up in the current coaching term.

If pupils do not attend make up lessons, payment will not be refunded nor followed on to the next coaching term.

1. I have voluntarily accepted and assumed the inherent risk or danger of injury in playing tennis and associated activities.
2. In the event of an accident or illness where I am not present, if considered advisable by Star Tennis staff, I request that medical attention be secured at my expense and prompt notification be sent to me.
3. I declare my child is medically and physically fit and does not suffer from any injury disease or condition, either physical or mental that would affect his or her ability to safely participate in any authorised or recognised activities run by Star Tennis. If I am unsure about this declaration, or my child does suffer from such a condition I have listed it on the Star Tennis Enrolment Form or I am aware that I must bring it to the attention of Star Tennis immediately.
4. I indemnify Star Tennis from all claims, losses and expenses (including legal costs) suffered or incurred at any time as a result of, or resulting directly or indirectly from, myself or my child's failure to observe the rules, policies, guidelines and reasonable directions of Star Tennis staff members and contractors.

Returns Policy

We do not accept returns for any good or services.

Newsletters, photography and social media

Please be aware that if you have signed up for a coaching programme, you are granting us permission from time to time to (a) Use your details to send you Star Tennis only newsletters, with relevant news and updates (b) take pictures of you during the coaching sessions that we may use on our social media and newsletter channels. No data will be passed over to a third party. Please contact us at wesley@startennis.nz if you do not agree to use of images.

Correct Equipment

If you would like advice on this equipment prior to the class please contact us.

Name/s of Student/s

Signature of Guardian/Parent

Print name in full

Mobile number