



TERMS AND CONDITIONS

RULES

1. Bucks Indoor Tennis Centre accepts no responsibility for lost or damaged property.
2. A non-smoking policy operates throughout the tennis centre and premises.
3. With the exception of guide dogs, dogs are not permitted on tennis courts or inside the building.
4. Riding of bicycles and scooters on the courts or in the building is not allowed. Bicycles must be stored in the bicycle rack provided.
5. The use of mobile phones on the courts and in the open viewing area is not allowed. In all other areas you are asked to be discreet.
6. Lost property found should be handed into reception. Lost items can be claimed from reception up to 30 days from the date they were found. Any remaining after that time will be donated to a charity shop. Valuables are kept for 3 months and if named, the owner will be contacted.
7. Players are required to wear non-marking shoes on the courts.
8. Food and drinks are not allowed on court except drinks in sealed containers.
9. Parents/carers of children aged 13 and under should remain on the premises. Parents/carers are asked to supervise all children not involved in activities, for their own safety and the comfort of others.
10. Players are encouraged to wear BITC clothing in coaching sessions and when playing in competitions.
11. Our team only deserve to work with customers and players who are a pleasure to work with. We reserve the right to cancel any booking or lessons with anyone who does not meet this criteria. If we cancel our agreement, we will give 30 day's notice after which all services will be suspended.
12. The Bucks Indoor Tennis Centre Management reserves the right to deny entry to any person if there is evidence of misconduct or abusive behaviour.

MEMBERSHIP

TENNIS MEMBERSHIP

- Family membership is for immediate members of family only.
- Annual tennis membership is non-refundable.

NON-MEMBERS

- Members of the local community who are not members of the tennis centre are welcome to:
 - book a court
 - take part in holiday activities

PEOPLE WITH ADDITIONAL NEEDS

- Most parts of the building and all tennis courts are accessible for wheelchair users including shower and toilet.
- Players or spectators with additional needs should contact the centre to ensure we can offer all appropriate services.

COACHING PROGRAMME

**This includes all coach/tutor-led activities in Tennis,
Bounce, S&C and Coach Education courses**

- A trial group session is available for new players in the coaching programme.
- Coaching programme participants must be members.
- Courses and sessions must be booked and paid for in advance. If you do not pay by the allocated deadline date, we cannot guarantee your place.
- No refund or transfer of lessons or courses is permitted in the event of nonattendance by the customer regardless of the circumstances.
- In the case of prolonged illness or injury:
 - There are no credits or refunds for missed sessions
 - Please inform us in writing if you or your child has a prolonged illness or injury. You will be required to pay for the first 4 weeks of missed sessions from the date of notice given and a credit* or refund will be given for further sessions missed.
 - Please note that your/your child's space will not be reserved for the following term.
- Supervision of children: Children must be taken to/collected from activities by an adult. We recommend that all children should be supervised during their visit to the centre. Parents/carers should remain on the premises during the session for children aged 6 or under.
- It may be necessary, on occasions, to change a coach or to arrange a substitute coach.
- We reserve the right to cancel sessions, close groups or close the centre. In this case players will be credited or refunded.
- In the event of an indoor lesson being moved outside, customers will only be credited if the session is affected by adverse weather conditions.
- Wet weather: if the courts outside are unplayable, sessions will go ahead with adapted activity.

- These may include sharing an indoor court with another group, tennis/fitness activity in the studio, S&C in the gym, or tennis theory in the player room.
- **Turbo/Max players** on packages may pay in monthly instalments by card autopay. Cancellation requires a terms' notice. Players are also required to be available for BITC teams.
- **Club sessions** are booked weekly. Members can book up to 2 weeks in advance, non-members can only book on the day. Bookings are at reception, by phone or online. Payment is made at the time of booking. If you cancel 24 hours in advance, the fee will be credited* to your account or refunded. There is no credit for cancellations made less than 24 hours in advance.
- **Holiday activities** may be booked by members and non-members. Payment is made at the time of booking at reception, by phone or online. If you cancel 24 hours in advance, the fee will be credited* to your account or refunded. There is no credit for cancellations made less than 24 hours in advance.
- **Coronavirus:** if you choose not to attend, if you have symptoms and need to self isolate, or are told to self isolate by NHS Test and Trace, no refund or transfer of courts is permitted. If we are forced to close due to government restrictions the credits will be issued for any missed court bookings

*Credits must be used within 6 months

TENNIS COURTS

BOOKING COURTS

- Members can book courts 2 weeks in advance. Non-members can only book on the day.
- Bookings can be made at reception, by phone or online.
- Payment is required at time of booking.
- If you cancel 24 hours in advance, the fee will be credited* to your account or refunded. There is no credit for cancellations made less than 24 hours in advance.
- **Coronavirus:** if you choose not to attend, if you have symptoms and need to self isolate, or are told to self isolate by NHS Test and Trace, no refund or transfer of courts is permitted. If we are forced to close due to government restrictions the credits will be issued for any missed court bookings

PRIVATE LESSONS

- Lessons are arranged directly with a coach.
- Courts can be booked in advance for lessons and payment is at time of booking. Block bookings are available for private lessons.
- Cancellation of the coach requires 24 hours' notice directly to the coach. Normal court cancellation rules apply.

EQUIPMENT

- Rackets are available to hire for £1 per racket per session.
- You are required to make £10 deposit which will be stored safely and returned on return of the racket. In the case of damage caused to the racket whilst in the hirer's possession, the £10 deposit will not be returned.
- Balls are available to purchase.

*Credits must be used within 6 months