

Terms & Conditions



We strive to attain high standards in everything we do and therefore have strict policies and procedures in place for coaches, students and parents to adhere to. These have been developed and put into place to ensure that everyone experiences a consistent service and that everyone is treated equally, fairly and with respect.

This policy is fully supported by the director whom is responsible for the implementation and review of this policy.

Please carefully read this document and the Privacy Policy document before the start of your course (tennis lessons, holiday camps, competitions, special events and all activities operated by ITA).

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Clothing and equipment

- All players are reminded to wear **appropriate tennis footwear** when playing on the courts. This will help us to preserve the condition of the courts and minimise the chance of injury.
- Please make sure that you wear **appropriate clothing suitable for tennis**. Consider hat and sun lotion when playing outdoor.
- All players who subscribe for an ITA course are expected to **bring their own tennis racket**, with exception for the Miss Hits programme where bats are supplied by ITA.
- Please ensure you bring **a drink** to the tennis courts (water or non-fizzy sports drink).
- ITA is not responsible for the loss, theft or damage of personal items whilst you are attending a tennis course; please only bring the necessary equipment.
- Lost items will be kept by the coaches for a maximum of 7 days.

Bookings

- All course bookings (*tennis lessons, holiday camps, competitions, special events and all activities operated by ITA*) are made online; when you experience problems with the online registration system, please send an email to the ITA management team at contact@itaclub.be.
- Full payment for the course must be received no later than the commencement date of the course. Please be aware that the coach may have to ask a player to sit out if payment is outstanding.
- You will forfeit the course fee when withdrawing from the course less than 14 days prior to the start date. Refunds are only provided if written notice is received at least 14 days before the commencement date of the course.
- All courses require minimum numbers to take place. Consequently, you understand and accept that ITA reserves the right to cancel the course if enrolment numbers are less than the required amount. This, however, is an infrequent situation and refunds are given should this be the case.
- There are no credits or refunds for missed sessions due to absence, illness or injury.
- If you or your child has a prolonged illness or injury please inform us in writing. You will be required to pay for the first 4 weeks of missed sessions and a *credit will be given for further sessions missed.
- Our coaches will always be at the venue to deliver the sessions, unless it is not safe for them to travel (such as in the event of heavy snow) or unsuspected circumstances.
- If your course is based outdoors and due to wet weather it is not possible to play outside, sessions will go ahead with an adapted activity. These may include sharing an indoor court with another group, tennis/fitness activity in the gym, or tennis theory in a classroom.
- If two or more classes are cancelled due to unforeseen events or circumstances by the tennis club/school (*in which the course is being held*), then a make-up session will be added to the end of the term. Refunds will not be given.
- Registered participants are expected to be present at all the scheduled sessions during the course, at the agreed times and venue. If you are absent or late, please advise your coach ASAP by email or telephone.
- The responsible person collecting your child/children, must arrive on time and be waiting in a safe pre-agreed area (agreement between adult and child) at the end of the tennis lesson.

- Please make sure you inform the coach if someone other than you is picking your child/children up after the session.
- Each participant's contact and medical details must be kept up to date on ['myITA' account](#).
- ITA is not responsible for loss, theft or damage of personal items whilst you are attending a tennis course.
- ITA reserves the right to reject any participant who shows behaviour that is considered to be unsuitable for following ITA tennis training courses. Please review the Code of Practice sections within this document.
- By registering for an ITA course, you give consent for the use of photos and filming for ITA publicity, unless you write us an email to prevent this by the first day of the course.

Code of practice for parents and guardians

ITA is fully committed to safeguarding and promoting the well-being of all its members. We believe that it is important that all students, coaches, administrators and parents/guardians associated with ITA should, at all times, show respect and understanding for the safety and welfare of others. Therefore, participants are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the Academy with Joanne Davies (ITA Director).

As a parent or guardian of an ITA student you are expected to abide by the following code of practice when your child is taking part in ITA tennis programmes:

- Encourage your child to learn the rules of tennis and to play within them.
- Discourage unfair play and arguing with officials.
- Help your child to recognise good performance, not just results.
- Never force your child to take part in sport.
- Set a good example by recognising fair play and applauding the good performances of all.
- Never punish or belittle a child for losing or making mistakes.
- Publicly accept judgements made by officials.
- Support your child's involvement and help them to enjoy their sport.
- Use correct and proper language at all times.
- Allow your child to play in the Mini Tennis colour stage that is appropriate to them. This will ensure they enjoy playing the game, develop their skills and gain confidence.
- Purchase balls and rackets that match the stage your child is in.
- Be patient. Steady progression is unusual in children; peaks and plateaus are common.
- Your first question following any match should be: "Did you enjoy it?" not "Did you win?"
- At no stage should you communicate with your child or interfere with the on-court helpers and referees during a match – just enjoy the game and let officials take care of the rules!

ITA reserves the right to reject any participant of whom the parents show behaviour that is considered inappropriate to guarantee the quality of training courses for other students.

Code of practice for young people

ITA is fully committed to safeguarding and promoting the well-being of all its members. We believe that it is important that all students, coaches, administrators and parents/guardians associated with ITA should, at all times, show respect and understanding for the safety and welfare of others. Therefore, participants are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the Academy with Joanne Davies (ITA Director).

As an ITA member you are expected to abide by the following code of practice when taking part in ITA tennis programmes:

- Players must play within the rules and respect officials and their decisions.
- Players must never physically abuse others or equipment, nor use foul or abusive language.
- Members must respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity.
- Members keep to agreed timings for ITA courses and inform their coach if they are late.
- Members must wear suitable kit for training and match sessions, as agreed with the coach.
- Members must pay any fees for training or events promptly.
- Junior Participants agree to respect the ITA coaching programme disciplinary process if they fail to adhere to the above conditions (see 'Discipline Code and Procedure for Young People').

ITA reserves the right to reject any participant who shows behaviour that is considered to be unsuitable for following ITA training courses.

Complaints policy

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

- **Equality:** you will receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.
- **Fairness:** complaints are dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.
- **Safety and welfare:** we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.
- **Confidentiality:** we treat complaints as confidentially and try to solve these within ITA. If we are worried about a risk to a person or to the public, we might need to pass on our concerns anonymously to an independent third party and, if necessary, we will get advice from other organisations such as the Police.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at ITA. You could also make a written complaint. Suggestions for ITA representatives to speak with and the address for written complaints are provided further down in this policy letter.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Who to contact to make a complaint?

All complaints will initially be handled by the ITA management team. Useful contact details have been included at the bottom of this policy letter.

- You can speak directly to the ITA Director (Joanne Davies).
- You can address your complaint with any of the ITA coaches who will be able to advise you about the complaints procedure.

The address for written complaints has been included at the bottom of this policy.

What will we do to investigate?

We will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

You will be given the details of a person who will be your point of contact. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have.

You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future.

If an informal resolution is not suitable, then the ITA management team will ask an external independent party to look at the information about the case. We will try to make sure that this third party does not contain anyone directly involved with your complaint.

Discipline code and procedure for young people

If a coach has reason to believe that a junior player has not adhered to the code of practice (see 'Code of Practice for Young People') within an ITA programme, the following actions will be taken in line with the ITF code of conduct:

- The player will be given a verbal warning explaining the behaviour or action is unacceptable. It will be made clear that a further breach will result in a 5-minute (or next game) time out.
- The player will be asked to sit out of the session for 5 minutes (or the next game). It will be made clear that a further breach will result in them missing the rest of the session and that the coach will be talking to their parents with regard to their behaviour.
- The player will miss the rest of the session and parents will be informed of what the breach was and what action was taken.
- It will be explained to the parent that repeated behaviour of this kind may lead to the child being asked to leave the course.
- The player is asked to leave the course; no refunds will be given.

Equality and diversity policy

- ITA is responsible for setting standards and values to apply throughout the programme at every level. Tennis should be enjoyed by everyone who wants to play the game.
- Our commitment is to eliminate discrimination by reason of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability and to encourage equal opportunities.
- ITA, in all its activities, will not discriminate or in any way treat anyone less favourably, on grounds of gender, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability. ITA will ensure that it treats its employees, members, non-members and visiting schools/clubs and teams fairly and with respect. It will ensure that all members of the community have access to and have opportunities to take part in, and enjoy, its programmes of activities, competitions and events.
- ITA will not tolerate harassment, bullying, abuse or victimisation of an individual (which ITA regards as forms of discrimination). This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. ITA will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.
- ITA commits itself to the immediate investigation of any complaints of discrimination on the above grounds, once they are brought to its attention. Complaints will be dealt with in accordance with its complaints policy and, where such a complaint is upheld, ITA may impose sanctions as it considers appropriate and proportionate to discriminatory behaviour.
- ITA is committed to taking positive action where inequalities exist and to the development of a programme of on-going training and awareness in order to promote the eradication of discrimination and to promote equality and diversity in tennis.
- ITA is committed to a policy of equal treatment of all members and employees and requires all members and employees to abide by and adhere to these policies and the requirements of the relevant equalities legislation, including the Race Relations Act 1976, Sex Discrimination Act 1975, Disability Discrimination Act 1995, Age Discrimination Act 2006 as well as any amendments to these acts and any new legislation.

Feedback

ITA welcomes your feedback and views on how the coaching programme is run. Please feel free to comment so we can continue to improve the services we offer to our members. You can email your feedback to Joanne Davies, at contact@itaclub.be

First aid

All ITA coaches hold a valid First Aid certificate and first aid equipment is available at each location.

Safeguarding and child protection policy

In order to create an enjoyable environment for all juniors who wish to take part in tennis or other sports and social activities at ITA, we promise to hold to the following values, beliefs and actions:

- We believe that children and young people have the right to be safe, secure and free from threat.
- We believe that young people have the right to be treated with respect, and to have their concerns listened to and acted upon.
- We provide for the needs of junior members through specific programmes, designated facilities, and safe practice.
- We have procedures in place to address poor practice, and to help any young person who appears to be at risk, or who appears to be the victim of abuse. We will offer help and support when a child or young person tells us to be affected by these issues.
- We ensure that all volunteers and professionals working at ITA are suitable to work with children, through the use of references and background checks. All relevant people have been vetted and approved through the Polices Criminal Record Bureau disclosure process.
- We ensure that everyone working with children in the ITA programmes is made aware of the ITA code of conduct and each person is required to follow this. The **code of conduct for ITA coaches, coaching assistants and volunteers** can be accessed anytime on the [ITA website](#).
- We apply a strict and transparent policy to secure the protection of all personal data and the privacy of every participant and their parents. ITA's **privacy policy statement** can be accessed anytime on the [ITA website](#).

Contact details for questions or queries about this policy

Joanne Davies (ITA Director)

Email: contact@itaclub.be

Phone: 0470 58 11 33

Address: Avenue du Bois des Collines 1, 1420 Braine l'Alleud