

TENNIS IS LIFE ACADEMY

TERMS & POLICIES

Please read our policies carefully, as there have been some changes since the previous season.

Season: Start and end dates of all classes can be found on our Facebook page (Tennis is Life Academy). Please note that the only breaks we observe are (if those days fall on weekdays) Thanksgiving weekend, Martin Luther King Day, Memorial Day, Labor Day and a few days before the Christmas break through the New Year (January 1st). There will be classes on most German holidays, because most German holidays are working days for Americans and most of the American holidays are working days for Germans.

Before commitment: New clients will be offered an hour assessment class with payment being equivalent to a one-on-one class. The client will pay for both the tennis lesson fee of 40€ an hour and an additional 23€ court reservation fee if it is indoor.

Commitment & Registration: We have 2 different seasons, the outdoor and indoor season. The indoor season runs October – March/April and the outdoor season from April – October. A client is not officially enrolled in a program without full payment. Registration is not final until the full payment has been processed. A payment receipt will be given to the client. VAT forms are accepted.

Cancellation: There is a strict 48 hour cancellation policy. To cancel, contact the Head Coach: Coach Lekan Adeniran directly via Phone Call, SMS, Email or Facebook PM. Any late cancellations will be charged a full lesson rate.

Make-ups: Make-up classes for missed private classes are offered for all clients at designated times throughout the season. Please contact Lekan Adeniran directly for days and times. Make-ups are on a first come, first serve basis, and pre-registration is required.

Note:

- (a) There is NO make-up class for group lessons.
- (b) Make-ups are offered for private clients who give 48hours notice of a cancellation.
- (c) There is no refund after the issuance of the payment receipt or when the VAT form has been signed.
- (d) There will be make-up classes for inclement weather if all the players in a group class do not show up or if the coach can't make it.
- (d) In a group of 3 or 4+ players, if 1 or 2 players don't show up, there will not be a make-up class.
- (e) Outdoor Season/ Indoor: NO make-up class for semi-private and group classes.
- (f) Outdoor/Indoor Season: In a group of 3 – 4+ players, if any players show up to play late, there will be NO extra time added on. This is due to required rent fees of the court and the

classes following. Make-ups are not offered to others who missed a class even if they gave prior notice.

Level/Class Changes: Players who do not meet the skill level of the group that he/she is in will be asked to change to a compatible class for the sake of his/her game improvement.

Class Size: All Classes have a minimum of 2 & maximum of 6 players. Registration is on a first come, first serve basis.

Tennis is Life Academy offers tennis lessons for large and small groups. Prices vary depending on the number of players in the group class. If the number of attendees in a group class drops below 3, it is no longer considered a group class and the remaining 2 players will either be moved to another class or remain at the time slot as a semi-private class and pay the difference until another player is found.

Injuries: If a client is injured or for any other important reason that hinders the client from playing for a period of time, a prorated credit will be issued to the clients account for future use. The client may keep their spot until recovered or is able to continue.

Photos/Video: Tennis is Life Academy reserves the right to photograph/video all players while participating in any activities at any Tennis is Life Academy program. These photos/videos may be used for marketing/promoting Tennis is Life Academy by use of, but not limited to, social media/blog sites (Facebook, LinkedIn and Website), email advertising, and print advertising. Tennis is Life Academy will not use any players' names or pictures without permission.

Closing: Please be aware that we do not follow the school closing policy in terms of holidays or snow cancellation. In the event of cancellation, all clients playing on that day will be notified via Call, SMS, Email, or Facebook Page.

Thanks for your patronage and understanding!

_____ Client Signature