



# BOURNE CLUB

## **Termly Courses, Drop-in Sessions, Camps & Events Terms & Conditions**

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## Contents

|                                                   |   |
|---------------------------------------------------|---|
| <b>Termly Courses</b> .....                       | 3 |
| <b>Drop-in Sessions</b> .....                     | 4 |
| <b>Camps</b> .....                                | 5 |
| <b>Events (Club BBQs, parties, etc)</b> .....     | 5 |
| <b>Extreme Weather</b> .....                      | 6 |
| <b>Photography and Personal Information</b> ..... | 6 |
| <b>Medical and First Aid</b> .....                | 6 |
| <b>General Policies</b> .....                     | 7 |

# Termly Courses

## Bookings, Payments and Refunds

Places on termly courses are subject to availability and must be booked, and paid for in full, via our online booking system.

Places are sold on a first-come first-served basis. Once a maximum number of participants is reached, a waiting list will be created.

We reserve the right to cancel courses in the unlikely event of insufficient numbers. An alternative course may be suggested or, where this is not possible, a credit will be applied to the participant's Bourne Club account.

In the event of, but not limited to, Government restrictions requiring The Club to close the courts, a credit will be applied to the individual participant's Bourne Club account for use against further course bookings.

Cancellation, by the participant, cannot be made. If, due to unforeseen circumstances, it is necessary to cancel a course please contact The Club Manager via email ([manager@bourneclub.co.uk](mailto:manager@bourneclub.co.uk)). A credit, minus administration charge, may be offered in the event of exceptional circumstances. Credit is at the discretion of the Programme Manager.

No refunds will be given for non-attendance. A credit, minus administration charge, may be offered in the event of exceptional circumstances or a valid medical reason which prevents participation in two or more sessions in a row. Credit is at the discretion of the Programme Manager.

Credits are non-refundable, non-transferable and expire 12 months after application. For the avoidance of doubt, they cannot be transferred to another member.

If you wish to join a course that has already started please contact the Office. If space is available, you will be charged on a pro-rata basis.

We reserve the right to make changes, including price, content, description, terms, court allocation, coach, etc at any time without prior notice.

# Drop-in Sessions

## **Bookings, Payments and Refunds**

Places on drop-in sessions are subject to availability and must be booked, and paid for in full, via our online booking system.

Places are sold on a first-come first-served basis. Once a maximum number of participants is reached, a waiting list will be created.

We reserve the right to cancel drop-in sessions in the unlikely event of insufficient numbers. An alternative session may be suggested or, where this is not possible, a credit will be applied to the participant's Bourne Club account.

In the event of, but not limited to, Government restrictions requiring The Club to close the courts, a credit will be applied to the individual participant's Bourne Club account for use against further session bookings.

If a participant wishes to cancel a drop-in session, we respectfully ask that this is done 24 hours before the start time. This will enable other members to book a place, or for the session to be cancelled if there are insufficient participant numbers.

No refunds will be given for non-attendance. A credit, minus administration charge, may be offered in the event of exceptional circumstances or a valid medical reason which prevents participation. Credit is at the discretion of the Programme Manager.

Credits are non-refundable, non-transferable and expire 12 months after application. For the avoidance of doubt, they cannot be transferred to another member.

We reserve the right to make changes, including price, content, description, terms, court allocation, coach, etc at any time without prior notice.

# Camps

## Bookings, Payments and Refunds

Places on daily and/or weekly camps are subject to availability and must be booked, and paid for in full, via our online booking system.

Places are sold on a first-come first-served basis. Once a maximum number of participants is reached, a waiting list will be created.

We reserve the right to cancel Camps in the unlikely event of insufficient numbers. An alternative session may be suggested or, where this is not possible, a credit will be applied to the participant's Bourne Club account.

In the event of, but not limited to, Government restrictions requiring The Club to close the courts, a credit will be applied to the individual participant's Bourne Club account for use against further camp bookings.

Cancellation, by the participant, cannot be made. If, due to unforeseen circumstances, it is necessary to cancel a camp booking please contact The Club Manager via email ([manager@bourneclub.co.uk](mailto:manager@bourneclub.co.uk)). A credit, minus administration charge, may be offered in the event of exceptional circumstances. Credit is at the discretion of the Programme Manager.

No refunds will be given for non-attendance. A credit, minus administration charge, may be offered in the event of exceptional circumstances or a valid medical reason which prevents participation. Credit is at the discretion of the Programme Manager.

Credits are non-refundable, non-transferable and expire 12 months after application. For the avoidance of doubt, they cannot be transferred to another member.

We reserve the right to make changes, including price, content, description, terms, court allocation, coach, etc at any time without prior notice.

## Events (Club BBQs, parties, etc)

### Bookings, Payments and Refunds

Each Club event will contain specific conditions relating to Bookings, Payments and Refunds. Details will be shown on our online booking system. However, if you have any queries, please contact the Office prior to booking.

## **Extreme Weather**

The club has an extreme weather risk assessment and operating procedure in place that will guide the coaches and club policy

Winter/cold/wet weather

Please bring protection from rain/cold as our general policy is that courses and sessions will go ahead unless there is persistent heavy rain, ice, high winds or snow makes the courts unplayable. Any injury incurred while taking part in activities on damp or wet courts is your responsibility. Alternative indoor facilities may be used if outdoor courts are deemed to be unplayable by the Programme Manager.

Summer/hot weather

Please bring protection from sun/heat as our general policy is that courses and sessions will go ahead unless the government has issued a heat health alert advisory warning, when the Programme Manager will determine if courses and sessions should proceed. Extra hydration breaks and cooling aids will be utilised. Alternative indoor facilities may be used if outdoor courts are deemed to be unsafe by the Programme Manager.

## **Photography and Personal Information**

By enrolling onto a termly course, drop-in session camp or event, you are giving consent for The Bourne Club to:

Take photographs and/or video footage to use for marketing, promotional and training purposes.

Store personal information about you to help deliver a better service.

Send relevant information to you about future activities at the Club.

## **Medical and First Aid**

Please provide known medical information to The Bourne Club when booking.

By enrolling onto a termly course, drop-in session, camp or event you are assumed to be fully fit. If this is not the case the participant, or their parent/guardian, must inform the coach at the outset of the session of any medical condition or disability which may be relevant to the activity to be undertaken. We will keep this information confidential and handle such issues with discretion. We will always try to include any such individuals within the coaching programme wherever possible.

In the event of an accident, first aid will be administered and the emergency services will be called if necessary.

## **General Policies**

The Bourne Club can accept no responsibility for loss, theft or damage to any personal items whilst attending The Club.

You should wear appropriate tennis or sportswear to coaching sessions.

Only recognised non-marking sports shoes may be worn during coaching sessions.

You are responsible for arriving on time for each session. If you arrive late you may be excluded from the session.

Any aggressive actions, whether physical or verbal, will not be tolerated. We reserve the right to deny access to anyone who does not comply with our terms and conditions. You will have no right to a refund should this occur.