



# BOURNE CLUB

**Adult & Junior**

**Termly Courses, Drop-in  
Sessions & Camps**

**Terms & Conditions**

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## 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 full refund will be credited 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, session or camp bookings.

Cancellation, by the participant, cannot be made. If, due to unforeseen circumstances, it is necessary to cancel a course, session or 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 in two or more sessions in a row. Credit is at the discretion of the Programme Manager.

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.

Drop-in sessions are bookable up to 2 weeks in advance.

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 full refund will be credited 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, session or camp bookings.

Cancellation, by the participant, cannot be made. If, due to unforeseen circumstances, it is necessary to cancel a course, session or 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 in two or more sessions in a row. Credit is at the discretion of the Programme Manager.

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 a camp in the unlikely event of insufficient numbers. An alternative day may be suggested or, where this is not possible, a full refund will be credited 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, session or camp bookings.

Cancellation, by the participant, cannot be made. If, due to unforeseen circumstances, it is necessary to cancel a course, session or 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 in two or more sessions in a row. Credit is at the discretion of the Programme Manager.

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

## **Bad Weather**

Please bring protection from rain/sun as our general policy is that courses will go ahead unless there is persistent heavy rain, 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.

## **Photography and Personal Information**

By enrolling onto a termly course, drop-in session or camp, 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 our future courses and events.

## **Medical and First Aid**

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

By enrolling onto a termly course, drop-in session or camp 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 lesson 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 a course or session.

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.