

Tennis Auckland – Coaching Terms & Conditions

Last updated: 19th July, 2022

Tennis Auckland Region Incorporated (Tennis Auckland) offers a range of tennis coaching programmes (Programme) for juniors and adults. By enrolling in a Tennis Auckland coaching programme, the Student and/or Responsible Person (Student) agree to the following Terms and Conditions.

1. Privacy Policy

1.1. Tennis Auckland will collect personal information from the Student for the purposes of administering the Programme and complying with relevant laws and regulations. Tennis Auckland may share this personal information with third party service providers to the extent reasonably required to provide the Programme. For all other purposes (eg. advertising or to share with Tennis Auckland sponsors) Tennis Auckland will notify the Student at the time of collection and seek authorisation to disclose.

1.2. In handling, using, disclosing and storing your personal information, Tennis Auckland will comply with its obligations under the Privacy Act 1993 and the Privacy Act 2020. The Student may access and request correction of personal information held by Tennis Auckland by sending an email to coaching@tennisauckland.co.nz.

1.3. In enrolling in the Programme, the Student grants Tennis Auckland and its partners the right in perpetuity to make, use and show pictures/images of the Student, in motion or still, taken during training or competition without compensation. Unless explicitly requested in writing by the Student for the name, voice, picture/image NOT to be used in broadcasting, advertising or promotion relating to the programme.

2. Registration and Attendance

2.1. When a Student registers for a Programme, their space is confirmed for the entire Term (dates are made available on our website).

2.2 The Student commits to paying for and attending classes from the date of registration to the end of the Term.

2.3 The Student's registration in the Programme will be rolled over to the following term automatically. If the Student wishes to make changes or withdraw from the Programme this should be done in writing by emailing coaching@tennisauckland.co.nz prior to the start of the new Term.

2.4. Attendance is recorded by the Coach at each class.

2.5 Non-attendance

2.5.1 If a Student knows they will miss their class they should notify Tennis Auckland 8 hours prior to the class via the customer portal or email coaching@tennisauckland.co.nz

2.5.2 Make up sessions can be arranged via the customer portal if there is availability in a class at the appropriate level, as determined by Tennis Auckland. Make up classes must be completed within the school term that the class was missed. A maximum of 2 make up classes per student per term will be offered.

2.5.3 Students unable to attend more than half their classes consecutively in a school term due to serious illness/injury may be entitled to a partial refund at Tennis Auckland's discretion. A medical certificate from a General Practitioner may be requested.

3. Tennis Auckland's Obligations

3.1. Tennis Auckland will comply with all applicable laws when delivering the Programme to Students, including complying with our obligations under Health and Safety laws and our Child Protection Policy. (<https://www.tennisauckland.co.nz/wp-content/uploads/2019/10/Tennis-Auckland-Child-Protection-Policy-2.pdf>).

3.2. If Tennis Auckland is unable to provide a Programme, or any class that forms part of a Programme, Tennis Auckland may (at our sole discretion):

- (a) cancel the Programme, and if payment has been received, refund the payment to you
- (b) offer a make-up class or Programme, in a class of a similar Programme and ability level, prior to the end of the current term
- (c) where a make-up class is not possible; provide a credit to your account to the value of the pre-paid classes Tennis Auckland was unable to provide.

4. Amendments

4.1. We may amend these terms and conditions from time to time by publishing an updated version on our website. Any such amendment will only apply from the time you enrol in a Programme after the date of such amendments are published by us.

5. Additional Tennis Auckland Policies

5.1 Additional Tennis Auckland Policies can be found on the Tennis Auckland website: <https://www.tennisauckland.co.nz/policies-plans/>
These include; Child Protection, Health & Safety, Vaccination.

6. Who you can contact for further information

6.1. If you have any queries about these terms and conditions, please contact:
coaching@tennisauckland.co.nz