

## On The Line Tennis Terms & Conditions 2021

When booking a class or private lesson with On The Line Tennis LLC (OTLT) you are acknowledging you have read and agreed to these terms and conditions and will sign the waiver. "Player" refers to an adult or child booked on our classes, taking private or semi-private lessons or USTA group lessons.

Please review all documents at [otltennis.com/bookonline](http://otltennis.com/bookonline) before you book a class.

### **Class Registration**

After booking a class online with OTLT, players will receive an email booking confirmation and asked to complete the waiver. The waiver must be completed before the first group class or private lesson and is valid for the full calendar year for each family member listed.

Some sessions will be shorter than 8-weeks as we do not hold classes on holidays and OTLT will be closed each year for the week of the Citi Open professional tennis tournament in early August. Please click on VIEW SCHEDULE link in the booking confirmation email to view the session class dates.

The booking confirmation email will confirm payment, or if pay in person was elected, how much is due. Pay in person payments by cash or check are due on the first day of class. If payment is not received by the first class, we reserve the right to offer up the spot to another player on our waitlist. Checks are payable to OTL Tennis.

### **Pro-Rated Classes**

Pro-rated classes can be booked online throughout the session if we have spots available on a class.

### **Discounts**

We do not offer sibling discounts as our 8-week classes are small with a high coach to student ratio. We do offer sibling discounts for summer camps if the player is enrolled with our weekly classes at the time of the booking. A coupon code will be sent to you by email.

### **Missed Classes**

We cannot offer refunds or guarantee a makeup class if a player misses one of the scheduled classes but we may be able to offer the opportunity to attend other classes *if we have availability*. This is very limited due to our small class sizes.

We will only consider a request for a maximum of ONE makeup class per session and the player must email [coach@otltennis.com](mailto:coach@otltennis.com) *at least 2 days in advance* of the player's scheduled class and provide the following details:

- Name of player, class enrolled on & date player will be absent.

When available, a makeup class will be offered for the same level class and must be taken during the session the player is enrolled on. If the player cannot make the date offered, we will be unable to offer more dates. We cannot accept retrospective requests.

There is considerable administration time dealing with requests and there is **no guarantee** a makeup spot will be available, but we will try our best.

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### **Class Cancellations**

In the event of adverse weather, we will email and cancel a class and post a message on our [Facebook page](#). Depending on the weather issue (rain, high winds, too cold) we will give as much advance notice as possible, however, unexpected changes in the weather mean last-minute cancellations do happen! If it has rained earlier in the day, we are usually able to dry the courts **so unless players receive an email, CLASS IS ON!**

### **Weather Makeup Classes**

Friday is our makeup class day. We will email the date and time and will require a reply with the player's name and whether they are attending OR NOT. We will assume no attendance if we do not receive a reply and no other makeup class will be available.

The Friday weather makeup class may not take place the same week as the canceled scheduled class due to scheduling issues. The Friday weather makeup class will be offered as soon as possible and will take place during the session the player is enrolled on.

If you cannot attend a weather makeup class, then a request, in writing, must be made at least one day in advance of the makeup class date for another makeup class opportunity. We can only offer ONE makeup class for a missed weather makeup class per session, and this is subject to availability.

### **Refunds**

All refunds will be subject to a 5% processing fee.

### **Private lesson cancellations**

No refunds if OTLT receives less than 24 hours' notice of cancellation.

100% refund if canceled due to weather before the start of the lesson. (Alternatively, a lesson can be rescheduled for another time.) Refunds are subject to the processing fee.

### **Summer Camp Makeups**

Our camps are priced at five days for the price of four with Friday as a make-up for rain/bonus day if it does not rain! Over and above one day, we will offer alternative days.

### **Cancellation Policy for Registrants of 8-week classes and Summer Camps**

A full refund will be offered up to 5 days prior to the first class or first day of camp. Fewer than five days a 50% refund. A full refund, minus processing fee, will be issued if another player takes the canceled spot and starts from week one of the session.

### **Class Schedules**

We reserve the right to cancel a class due to low enrolment and reschedule classes that may arise due to unforeseen circumstances.

### **Coaches**

OTLT coaches follow our weekly tailored program and from time to time a different coach to the one advertised may need to teach a class.

### **Class Sizes**

Our coach to player ratio is 1:6. Very occasionally, due to unforeseen circumstances we may exceed more than six players per coach and exceed 14 per class.