

Court Craft Education (CC) Limited BOOKING TERMS AND CONDITIONS

(NB: All activities including courses will be referred to as the 'event')

By booking I understand, agree and acknowledge the following:

1. Reservation – My place on the event is only secured once payment has been received.

2. Behaviour – I/my child(ren) will read and agree to follow the CC code of conduct whilst attending events and acknowledge I/my child(ren) may be sent home if procedures are not followed. I am also aware that I can access Court Craft Education's full 'Learner Policies & Procedures' online at [Court Craft Website](#)

3. Late arrival/ early leave – I / my child agrees to arrive no later than 15 minutes before the start of the course. If, due to unforeseen circumstances I / my child is going to be late (traffic / accident / incident), contact will be made via telephone to the tutor (number shared before date of event), or CC ASAP. Tutors and CC have the right to not accept late arrivals (unless due to unforeseen circumstances), or complete full completion of event should I / my child leave early without a prior agreement / unforeseen circumstances.

4. Course postponement / cancellation – CC may have to postpone events due to inclement weather / other unforeseen circumstances. CC will put measures into place to reduce cancellations and communicate prior to events. For example,

- Rain dates published before start of qualification courses to ensure learners fulfil all course requirements
- Indoor backup where available / accessible
- Back up tutor due to illness
- Reasonable timeframe to communicate about course cancellation / postponement where minimum numbers are not met

5. Unsuitability – CC reserves the right to reject any applicant whom it considers to be an unsuitable person for involvement on its events. This right may also be exercised retrospectively if information is brought to CC attention, which, if known at the time of the application, would have rendered the candidate unsuitable. For the avoidance of doubt, the falsification of any information requested in this application form and/or the existence of any police record or caution relating to matters considered to be incompatible with attendance at the event, constitute circumstances where CC reserves the right to withdraw or suspend a candidate's place on the event. No refund of monies shall be made under these circumstances.

6. Damage/loss - CC is not liable for any damage or loss caused under this application process or for the duration of the event save where this is caused by the negligence of

CC, its employees and directly affiliated bodies but any such liability shall be limited to the extent that such loss was reasonably foreseeable at the time the contract was entered into.

7. Activity - I/my child(ren) have voluntarily chosen to participate in the events and are in good health to do so. I acknowledge the potential for unusual, but possible, physiological results and I assume all risk for my/my child's(ren's) health and hold harmless of any responsibility, the instructor, facility or persons involved with the programme provided that all reasonable health and safety procedures have been followed. I also understand that undertaking any activity, including tennis, padel, pickleball has the potential for increased risk of transmission of illness, and are advised to read the Government's guidance on attending events.

8. Learners aged 16 & 17 & Adults at Risk – Parents and carers to read Court Craft's Safeguarding policies and procedures found [here](#). This document holds important information about supervision, transport and Court Craft's Designated Safeguarding Officer.

9. Withdrawal - If I withdraw more than 24 hours before the start date and time of an event I may receive a refund. Reasons for withdrawal and to qualify for refund are ill health, or extenuating circumstance. The request must be put in writing to CC via [Court Craft email](#). If I withdraw within 24 hours of the start date and time of the event, I will forfeit the fee, unless CC are able to fill the vacancy. If I withdraw from the event once it has started, I will not be refunded and will forfeit the event fee.

10. Image/Photography - I give permission for me/my child(ren) to be involved in any publicity (including photographs/TV footage) surrounding CC Limited. I also understand the use of video equipment as a legitimate coaching aid and that it forms part of the CC education programme. I therefore also give permission for the CC team to use such recordings of me/my child(ren) for this use. If I do not wish to give permission, I will let CC know in writing via email to: [Court Craft email](#)

11. Your Information - Your information will be used by CC for the following purposes:

- To keep a register of contacts for emergencies and notification of session changes
- Consent for activity
- Awareness of participant's medical conditions
- With consent from participants, signposting to external partners (deployment / resources / opportunities)
- With consent from participants, sharing information, opportunities and resource regarding CC