



## MLTC Group Coaching Programme Schedule – Spring 2023

The MLTC group coaching schedule for January to April 2023 is as follows:

Wk	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	Holidays	Holidays	Holidays	5 <sup>th</sup> January	6 <sup>th</sup> January	7 <sup>th</sup> January
2	9 <sup>th</sup> January	10 <sup>th</sup> January	11 <sup>th</sup> January	12 <sup>th</sup> January	13 <sup>th</sup> January	14 <sup>th</sup> January
3	16 <sup>th</sup> January	17 <sup>th</sup> January	18 <sup>th</sup> January	19 <sup>th</sup> January	20 <sup>th</sup> January	21 <sup>st</sup> January
4	23 <sup>rd</sup> January	24 <sup>th</sup> January	25 <sup>th</sup> January	26 <sup>th</sup> January	27 <sup>th</sup> January	28 <sup>th</sup> January
5	30 <sup>th</sup> January	31 <sup>st</sup> January	1 <sup>st</sup> February	2 <sup>nd</sup> February	3 <sup>rd</sup> February	4 <sup>th</sup> February
6	6 <sup>th</sup> February	7 <sup>th</sup> February	8 <sup>th</sup> February	9 <sup>th</sup> February	10 <sup>th</sup> February	11 <sup>th</sup> February
7	Half Term	Half Term	Half Term	Half Term	Half Term	Half Term
8	20 <sup>th</sup> February	21 <sup>st</sup> February	22 <sup>nd</sup> February	23 <sup>rd</sup> February	24 <sup>th</sup> February	25 <sup>th</sup> February
9	27 <sup>th</sup> February	28 <sup>th</sup> February	1 <sup>st</sup> March	2 <sup>nd</sup> March	3 <sup>rd</sup> March	4 <sup>th</sup> March
10	6 <sup>th</sup> March	7 <sup>th</sup> March	8 <sup>th</sup> March	9 <sup>th</sup> March	10 <sup>th</sup> March	11 <sup>th</sup> March
11	13 <sup>th</sup> March	14 <sup>th</sup> March	15 <sup>th</sup> March	16 <sup>th</sup> March	17 <sup>th</sup> March	18 <sup>th</sup> March
12	20 <sup>th</sup> March	21 <sup>st</sup> March	22 <sup>nd</sup> March	23 <sup>rd</sup> March	24 <sup>th</sup> March	25 <sup>th</sup> March
13	27 <sup>th</sup> March	28 <sup>th</sup> March	29 <sup>th</sup> March	30 <sup>th</sup> March	31 <sup>st</sup> March	1 <sup>st</sup> April

### MLTC Group Coaching Programme – Terms & Conditions (Issue 17 – December 2022)

#### Spring 2023 coaching programme schedule

- The programme will run from Thursday 5<sup>th</sup> January 2023 until Saturday 1<sup>st</sup> April 2023.
- There is no coaching on bank holidays.
- There will be **NO** coaching between Monday 13<sup>th</sup> February and Saturday 18<sup>th</sup> February 2023 (half term).
- We aim to have a maximum of 6 or 7 players per coach.
- There will be no rescheduled dates if there are cancellations due to weather, players will receive a credit (as described below in 'Cancellation policy').
- All attendees must also be members of the club.

#### Booking

- There will be a **priority period** for autumn 2022 coaching programme players to book for the next term. After this there will be a priority booking period for MLTC members. From the 3<sup>rd</sup> January any coaching programme places will be open to non-members who are new to the club. The booking priority schedule for spring 2023 is:

<b>Until Thursday 22<sup>nd</sup> Dec</b>	Priority booking window for current coaching programme attendees.
<b>Fri 23<sup>rd</sup> Dec – Fri 30<sup>th</sup> Dec</b>	Priority booking window for existing club members
<b>Tuesday 3<sup>rd</sup> Jan</b>	Open to anyone to book, including non-members who are yet to join the club

- At all times, the Head Coach and Club Administrator will monitor the demand for programmes and will look at adding additional options to match demand, where possible, based on coach and court availability.
- Your/your child's place is not confirmed on a coaching programme until you have received the confirmation from the Club Administrator via email.
- All coaching attendees must also be registered on the club's membership and coaching system – Clubspark.
- A coaching programme group may not run if there are insufficient players signed up for the session.

## Payment

- Once Jorge has informed the Club Administrator which session you will be attending, she will then send you a booking confirmation from the Clubspark system to let you know that your place has been confirmed and the specific dates for that programme. She will then email you at the start of January the total payment required and the payment reference that must be included with your bank transfer.
- Attendees are eligible for the discounted rate if they have attended coaching in the autumn 22 term **and** have signed up for the whole of the spring 23 term.
- The payment for any group coaching sessions is **termly and in advance**.
- Payment for coaching can only be made by bank transfer.
- **If payment for coaching is not made within 14 days of receiving the email with the payment details, then the player will no longer be able to attend the coaching programme and the place can be offered to others who wish to book.**
- If a new membership payment is due and has not been received within 14 days of starting the place on the programme, then the player will no longer be able to attend the coaching programme and the place can be offered to others who wish to book.
- There are **NO** refunds for player non-attendance at any individual sessions.

## Cancellation policy

- Any cancellations for weather should be made by the coach, ideally at least 30 minutes before the lesson starts.
- The cancellation is at the discretion of the coach for that specific lesson.
- The coach is responsible for emailing the player or the main contact registered for the junior member via the Clubspark system, to inform them of the cancellation, the Club Administrator will also be notified. The email will be sent from mail@clubspark.co.uk. Please make sure you keep your contact details on Clubspark up to date.
- The player will then get a credit which can be applied to their booking for the following term. This will be confirmed by the Club Administrator by email in due course.
- If a lesson needs to be cancelled after it has started due to deterioration in the weather, if less than 50% of the duration has passed, then the player will get a full credit which can then be applied to their booking for the following term.
- There are no refunds for weather cancellations if the player does not book the following term.
- Players are not allowed to cancel their confirmed coaching place during term time unless the Head Coach is aware of someone who can fill the place.

## Refunds/cancellation for injury

- If a player is injured, they can contact the Club Administrator to notify them of cancellation for the current term. The player will receive a credit that they can use against a programme in the next term. Any injury that extends beyond the next term will be considered for a refund of the unused portion of the course fee. Refunds for injury are at the discretion of the Head Coach and Club Administrator.

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