



MLTC Group Coaching Programme Schedule – Summer 2024

The MLTC group coaching schedule for April to July 2024 is as follows:

Wk	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	15 th April	16 th April	17 th April	18 th April	19 th April	20 th April
2	22 nd April	23 rd April	24 th April	25 th April	26 th April	27 th April
3	29 th April	30 th April	1 st May	2 nd May	3 rd May	4 th May
4	Bank Holiday	7 th May	8 th May	9 th May	10 th May	11 th May
5	13 th May	14 th May	15 th May	16 th May	17 th May	18 th May
6	20 th May	21 st May	22 nd May	23 rd May	24 th May	25 th May
7	Half Term	Half Term	Half Term	Half Term	Half Term	Half Term
8	3 rd June	4 th June	5 th June	6 th June	7 th June	8 th June
9	10 th June	11 th June	12 th June	13 th June	14 th June	15 th June
10	17 th June	18 th June	19 th June	20 th June	21 st June	22 nd June
11	24 th June	25 th June	26 th June	27 th June	28 th June	29 th June
12	1 st July	2 nd July	3 rd July	4 th July	5 th July	6 th July
13	8 th July	9 th July	10 th July	11 th July	12 th July	13 th July
14	15 th July	16 th July	17 th July	18 th July	19 th July	20 th July
15	22 nd July	23 rd July	Holidays	Holidays	Holidays	Holidays

MLTC Group Coaching Programme – Terms & Conditions (Issue 20 – March 2024)

Summer 2024 coaching programme schedule

- The programme will run from Monday 15th April 2024 until Tuesday 23rd July 2024.
- There is no coaching on bank holidays.
- There will be **NO** coaching between Monday 27th May and Saturday 1st June 2024 (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 spring 2024 coaching programme players to book for the next term. After this there will be a priority booking period for MLTC members. From the 5th April any coaching programme places will be open to non-members who are new to the club. The booking priority schedule for summer 2024 is:

Until Thurs 28th March	Priority booking window for current coaching programme attendees.
Fri 29th March – Thurs 4th Apr	Priority booking window for existing club members
Friday 5th April	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 the Clubspark system.
- 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. **Before the first lesson of the term** she will then email you 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 spring 24 term **and** have signed up for the whole of the summer 24 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 15 minutes before the lesson starts. However sometimes the decision will be taken last minute as the weather is so changeable. Please assume in the first instance that all lessons will go ahead so bring suitable waterproof or cold weather clothes for the conditions.
- 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. In special circumstances the credit may be used 2 terms after it is accrued.
- 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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Email is the best way to contact Alison