



Acknowledgement of Training Policy in Top Tennis Vienna Academy

By signing below, I, the undersigned client/participant, hereby confirm that I have read, understood, and agree to abide by the **Training Policy of Top Tennis Vienna**, including but not limited to the following:

1. Scheduling & Attendance

- All lessons must be booked in advance.
 - The Client agrees that, if required, they will complete registration in the **eTennis** system prior to the commencement of training sessions.
- The Client acknowledges that registration is necessary for participation in group training. Failure to register when required may result in limited access to services or participation restrictions.
- I agree to arrive on time and be ready to start at the scheduled hour.
 - Missed sessions without proper cancellation notice will be charged in full.

2. Cancellation Policy

Withdrawal from the **Course**. After confirming participation in the course, the Client may withdraw at any time.

However, no refunds will be issued for any unused sessions or remaining fees once the course has been confirmed.

Cancellations made less than 48 hours before the scheduled session

→ Will result in the court rental fee being charged to the Client (**only for private training**).

Cancellations made less than 24 hours before the scheduled session

→ Will result in the full training session fee (including court and coaching) being charged.

No-show without prior notice

→ Will be treated as a late cancellation and charged in full.

Exceptions

→ In the event of illness or emergencies, valid documentation (e.g. medical certificate) may be required to **reduce** the cancellation fee.

→ All cancellations must be made in writing (SMS or email) and acknowledged by the secretary to be valid.

3. **Code of Conduct & Safety**

- I agree to follow the instructions of the coach at all times.
- I will behave respectfully toward coaches, other participants, and staff.
- I understand that appropriate tennis attire and shoes are required.
- I participate at my own risk and am responsible for my own insurance coverage.

4. **Payment Terms**

- All fees are due in advance unless otherwise agreed.
- Kids, adult courses, blocks are valid for a limited period and are **non-refundable**.
- Invoices for training sessions or packages **will be issued upon request**. Clients who require an invoice are kindly asked to notify the secretary in advance and provide all necessary billing details (name, address, VAT number if applicable).

5. **Privacy & Photography**

- I understand that basic personal data may be collected and processed for training and communication purposes in compliance with the GDPR.
- I consent / do not consent [circle one] to the use of photographs/videos for academy promotion purposes (website, social media, etc.).

Impressum and Datenschutz are available on our website www.toptennis.at

KIDS COURSE WHAT IS LATE CANCELLATION?

Late cancellation is a cancellation of a class by a student or parent **less than 24 hours** before the start of his/her class.

You can cancel a lesson in advance (more than 24 hours before the start) without payment.

The cancellation policy is the same for **individual** and **group** lessons.

These rules are the **same for all our clients!** There are **no exceptions!**

If a student does **not show up** for a scheduled lesson, this lesson will be fully counted/paid for.

Cancellation 1 hour before or after the start of the lesson - the lesson will be fully credited/paid.

Late cancellation for **any reason** - the lesson will be fully counted/paid.

What are the **reasons**:

- the child is **sick**;
- the child was **detained at school**;
- problems from the parent;
- stuck in traffic/no public transport;
- and so on.

Parents are not allowed to attend classes.

COURSE RULES

Dear parents!

We kindly ask you to read the rules of the course to the end!

Payment for the course must be made **before** the start. If you did not have time to withdraw money before the start, then please prepare the payment while the first training is in progress. If you pay by bank transfer, then you must make the payment before the start of the course. You can leave the course at any time, but the funds will not be returned. If you are unable to pay for the lessons within 7 days, then we will be forced to send a repeat check with a penalty.

Cancellation on the day of the training or no-show - the training is completely counted for any reason..

You can notify that you will not be able to come to the lesson 24 hours before the start of the lesson (**please note - 24 hours!**).

It is possible to play **3 missed** training sessions during this course, **if you cancelled your training not later than 24h before start**. You can play them with another group (if it is available) or on a special day for missed training (see in course calendar, marked with blue colour).

All missed training not due to our fault must be attended during the current course! Training will no longer be transferred to another course or refunded in cash.

If the training was cancelled due to our fault, then this training will be restored either with another group (if it is available) or on a special day for missed training (see in course calendar, marked with blue colour).

RULES OF CONDUCT ON TRAININGS

1. ON COURT

1.1 Parents are **NOT ALLOWED** to be on the training court, you can watch the training process from afar so that your child and the coach are not distracted. You can also sit in the cafe, in the locker room. Exception: we ourselves asked the parents to be present or this is the first trial training.

1.2 Parents and guests are **NOT ALLOWED** to interfere with the training process:

- Go out on the court and show movements, thereby “helping to explain to the child what is required of him/her.”
- Speak or shout something to your child during an exercise or training.
- Distract the coach during the training (you can ask all questions after the training before the start of the next one).

1.3 The school management reserves the right to **expel** a child from the course or any other format of training for violating the above rules.

1.4 Parents can leave a request to attend the training after discussing it with the group coach in advance. It is allowed to attend 1 lesson per month. The maximum number of parents during one training is 1 child.

1.5 Parents or a coach must show the child (5 years and older) where to get water and where the toilet is. Since the coach cannot leave the other children alone on the court, parents must agree that the child will go to get water or to the toilet on their own (a tick must be placed in the questionnaire).

2. LATE

2.1 If you are **15 minutes late**, the trainer **has the right not to allow** the child to attend the training, as the training program has already begun and the other children cannot wait or start all over again. Be sure to inform our secretary in What's app if you understand that you will be late.

3. BEHAVIOR

3.1 Our school is against any kind of violence from children, parents and coaches. Bullying, fighting, bullying, physical and verbal - are **UNACCEPTABLE**.

Anyone who violates this rule will be **expelled** from school after the first warning.

3.2 In the event of such situations, the coach will immediately inform the parents about the incident. We are engaged in sports education, where the main principles are respect, fortitude, dignity, perseverance, friendship and mutual assistance. We strongly ask parents to conduct preventive conversations with their children on the topic of bullying and aggressive behavior.

4. FORM/WHAT TO TAKE TO THE TRAINING

4.1 The child must have comfortable sportswear (not jeans, not any other casual clothes).

4.2 The child must have comfortable sports shoes, tennis shoes are welcome). To avoid injuries, the coach may not allow the child to practice in: sneakers, flip-flops, sandals, boots.

4.3 The backpack must contain a bottle of water, a light-colored cap (for the summer season), a hair tie (for those with long hair).

4.4 Each child must have their own racket after the trial training. Our team will help you choose it. You do not need to buy your own racket if the coaches themselves told you about it.

4.5 The child can take a phone with them to training, but using it during the training is PROHIBITED (only in extreme cases).

By signing this form, I agree to all the terms listed above as part of my participation in training programs at Top Tennis Vienna.

Client / Participant Name: _____

Signature: _____

Date: ____ / ____ / 20____