



REDLAND GREEN CLUB COACHING POLICY

Welcome to the Redland Green Coaching Programme which we hope that both children and adults will enjoy

The Junior coaching structure is such that we will aim to move your child through the various levels at a speed that suits their ability and progress. You are always welcome to speak to the coach about your child's progress

Our aim is to help all coaching participants *improve, enjoy and succeed*

Membership

Membership is included for Direct Debit payers

Payment of Coaching Fees

All coaching fees are paid monthly in advance by Direct Debit.

The coaches will be unable to coach anyone where payment has not been received after the first week of the new term

Monthly fees are calculated across the academic year and divided by 11 months (no payment is taken in August)

We may increase coaching fees automatically each year

Cancellation

A 4-week cancellation fee will apply. We require cancellation notice to be given in writing (email)

In the event that your child misses a lesson, we are unable to offer a catch-up session or a refund

Illness or Injury

If your child incurs a prolonged injury or illness during the course, we can suspend your monthly payment

You must give us suitable evidence. The suspension will take effect from the first day of the month following the date we receive your request and your suitable evidence.

Wet Weather or Snow

If coaching is disrupted by rain or snow, we will provide indoor activities on squash courts whenever possible or video analysis sessions in one of the club's lounges

We will give a full refund for any lesson that cannot be coached due to bad weather where alternative arrangements are not possible. In the case of severe weather conditions please phone the Club 30 minutes before the lesson is due to start to find out if it has been cancelled

If the lesson has lasted 15 minutes prior to the onset of bad weather there is no refund and participants are invited to wait in the clubhouse to see if the weather clears and the lesson can continue