

Payment for Tennis and Squash Coaching Courses

Thank you for choosing Winchester Racquets and Fitness for your child's group coaching. The following information will outline the charges and payment process, and answer some of the questions that you may have. We trust that this will cover everything that you need to know.

About the pricing

The pricing includes the fees for a full years coaching and also includes junior membership of the club. The monthly fee is this total annual amount divided over 11 months. We do not collect any fees in August.

This automated online monthly payment arrangement reduces administration and helps to spread the outlay for parents. The charges are based on the number of minutes of group coaching (including group fitness) attended each week. So to check how much you will be paying, you can refer to the pricing grid.

The process

The process is fully automated online through our coaching/membership database and you are charged based on which squads your child is registered as attending. Once you have decided to register your child on a squad, you just complete the coaching programme registration form.

- You will then receive an email outlining the charges and asking you to register with our online direct debiting service
- You simply follow the process through (takes a couple of minutes at most) and will then get a confirmation email confirming that you have registered
- You will subsequently be notified that the monthly fee is due to be collected and this will happen on or around the 5th of each month. The payment will leave your account on or around the 10th of each month.

What happens if a session is cancelled /rained off?

Any sessions that do not run will be credited as follows

Sessions cancelled in Sep-Dec term will be credited in January

Sessions cancelled in Jan-April term will be credited in May

Sessions cancelled in April-July term will be credited in July

What about bank holidays – i.e. there will be fewer Monday sessions than there are on other days?

As per cancelled sessions, these will be credited on the above dates

How do I cancel the payments?

If for some reason you wish to stop attending squads/cancel membership, we ask that you always commit to a full term of coaching and give us one month's notice.

For that reason we have three dates in the year where we will stop collecting fees: **1st January, 1st May and 1st August**. Just let us know at least one month ahead of these dates and we will cancel the collection

What if my child drops a session or adds an extra coaching session?

The monthly fee will simply be adjusted to reflect the amount of coaching attended each week