



bettertennisproject @ breakpoint ericeira



TENNIS SCHOOL GENERAL REGULATION

General

1. Lessons are held between **8:00 am** and **10:00 pm** from **Monday to Friday**, and between **8:00 am** and **2:00 pm** on **Saturdays**. Outside of these hours, private lessons with the Better Tennis School (BTS) may be arranged with values and conditions to be defined in each case.
2. The **School Season** runs from **September 1st** to **July 31st**. (see point 34)
3. The school **closes on Christmas, New Year's, and Easter** holidays. Outside of these, please confirm with BTS representatives whether it will be closed or not. Holidays and days when the school is closed are not refunded.
4. Lessons have a duration of 50 minutes.
5. BTS's responsibility for the athletes is limited to the location and duration of the lesson. All extra activities and tournaments organized by the Better Tennis Project are subject to payment and specific regulations.
6. The athlete (or the Guardian of underage athletes) must inform in writing if they do not want the Better Tennis Project to publish their information/image on the official pages of its social networks.
7. **This Regulation may be amended without prior notice.**
8. Omitted cases will be resolved by the Director of the Better Tennis Project (BTP).
9. The **official contacts** of the School are the following (available Monday-Friday 9am-7pm, and Saturdays 9am-2pm):
 - 9.1. WhatsApp at +351 964 246 559
 - 9.2. Phone call at +351 964 246 559
 - 9.3. Email at bettertennisproject@gmail.com

Procedures

10. **Registration** is done directly with the Better Tennis Team, through a registration form, and must be paid in advance.
11. At the time of registration, the athlete must sign a Liability Disclaimer (LD) and submit a **Medical Certificate (MC)**. The lack of one of them (LD or MC) prevents participation in lessons, which will not be refunded or compensated. The MC must mention "tennis practice" or "any sports activity," and have the Professional License number and/or doctor's stamp, and must be updated every year to ensure registration in the Portuguese Tennis Federation and include insurance.
12. The athlete is considered enrolled in BTS at the moment they schedule/reserve the time and proceed with the registration and respective payment.
13. At the time of registration, the athlete must pay the corresponding month for the start of lessons plus the annual fee, according to the established value.
14. In the case of **registrations after the start of the month**, the proportion of lessons to be given until the end of that month will be charged. In the following months, the monthly fee will be charged according to the current table.
15. BTS provides **3 different types of lessons**: Group lessons, Regular Private Lessons (RPL), and Occasional Private Lessons (OPL).
 - 15.1. **Group lessons** and **Regular Private Lessons (RPL)** are part of the school program and follow the rules and procedures mentioned in this document, with fixed schedules, attendance regulations, compensations, and fixed monthly payments.
 - 15.1.1. RPL require fixed weekly times (days and hours).
 - 15.1.2. If the athlete doesn't show up for an RPL on the first 15 minutes, the coach may leave the court and the lesson will be considered done.
 - 15.1.3. Drop-in: this is a single group lesson in which a member athlete or a friend of a member athlete wants to participate exceptionally. This modality has a fixed price and is always subject to BTS acceptance, depending on the number of athletes present in the target group and the level of the aspiring athlete. Evaluation is carried out by the BTS representative at the beginning of the lesson, who reserves the right to deny the athlete's participation.
 - 15.2. **Occasional Private Lessons (OPL)** offer more flexibility in scheduling. Only the booked lessons (attended or missed without prior notice) will be counted.
 - 15.2.1. They are acquired one by one or in packs of 4 or 8 lessons, in card format, and are not refundable.
 - 15.2.2. After acquiring a 4-lesson pack, the athlete cannot upgrade it to an 8-lesson pack and pay the difference.

- 15.2.3. Similarly, the decision to buy a pack after having a single lesson will not include that lesson in that pack; it is charged separately at the price of a single lesson.
 - 15.2.4. Bookings require a minimum advance notice of 24 hours (exceptional cases may be analyzed).
 - 15.2.5. Payment of a lesson is due upon its booking; payment of a pack is due upon booking the 1st lesson of the pack.
 - 15.2.6. Cancellations require a minimum advance notice of 24 hours.
 - 15.2.7. If the athlete doesn't show up for a booked lesson on the first 15 minutes, the coach may leave the court and the lesson will be charged.
 - 15.2.8. Presentation of the pack card is mandatory at the beginning of each lesson.
 - 15.2.9. Packs of 4 lessons are valid for 45 days and packs of 8 lessons for 60 days.
16. Athletes in **Group lessons** and **RPL** must be BTS members, paying the annual fee according to the price list.
 17. **Monthly fees must be paid from the 1st to the 8th of each month**, corresponding to the same month.
 18. The **payment methods** accepted are: cash, MbWay, Revolut, PayPal, or bank transfer. Please request the data for these payment methods.
 19. Invoices will be provided when requested.
 20. Monthly fees include: 4 (1x a week), 8 (2x a week), or 12 (3x a week) lessons, respectively.
 21. To attend group lessons or RPL, the athlete must always pay the total value of the monthly fees, even in case of prolonged absence.
 22. Drop-in lessons are paid at the moment.
 23. **Cancellation or reduction of lessons:** Participation in group lessons or RPL requires a minimum period of 3 months (consecutive), after which, if the athlete wants to leave or reduce the number of lessons, they must submit their intention in writing to BTS by the 10th of the previous month the athlete intends the change to be effective (20 days in advance). If this deadline is not met, the monthly fee must be paid in full.
 24. If the athlete is **absent for 1 month consecutively** without prior notice and has the respective monthly fee unpaid, the corresponding month is due and the athlete will lose the spot and enrollment in the following month.
 25. **Athlete absences:** unless a medical declaration is presented (specifying an impediment to physical activity or tennis practice), absences are not refunded or compensated, regardless of the reason. If the athlete attends a group class that has more schedules beyond their usual days, they may eventually make up for an absence in one of those schedules according to an agreement with the BTS representative.
 26. BTS may use a, athlete's slot in a group lesson if there is 1 late monthly fee.
 27. **There are no refunds for rain reasons.** In months where the number of lessons is higher than expected in point 20, they are not charged to the athletes, being considered compensations for these cases. If the athlete attends a group class that has more schedules beyond their usual days, they may compensate for lessons that were not given due to rain reasons in one of those schedules, according to availability and agreement with the BTS representative.
 - 27.1. However, BTS will try, whenever possible, to organize additional compensation lessons when there are cancellations due to rain. For these to take place, it will be necessary for at least 75% of the athletes in the respective class to agree and/or be available at the proposed time slot.
 - 27.2. If lessons to be compensated accumulate in a certain group class, upon reaching the number of lessons that an athlete is entitled monthly (4, 8 or 12), and after confirmation by the BTS representative, the athlete will be exempt of 1 monthly fee (restarting the count).
 28. The assessment of **court conditions** (ex: due to rain) for the execution of the lesson is always done by BTS within the hour prior to the lesson, and unless a cancellation is expressly communicated by the Better Tennis Team, the athlete has the duty to attend the location at the scheduled time. If the athlete does not attend and the lesson is feasible, it is considered given with the athlete's non-attendance.
 29. The professional (**coach**) assigned to each lesson is the responsibility of BTS, according to internal management, and not the personal preference of the athlete. Due to organization of lessons, levels, and schedules, coaches may change without prior notice. In case of occasional unavailability of the usual coach, another coach will teach the lesson, without the need for prior notice. It will only be refunded or compensated to the athlete if canceled by BTS.
 30. In case of necessity, in group lessons, classes may be combined, regardless of athlete levels.
 31. The coach may prevent the athlete from attending the lesson if they are not properly equipped, and the lesson will not be refunded or compensated.
 32. The number of athletes present in group lessons may vary, within a reasonable limit, without prior notice. It is up to BTS to streamline the available resources in order to maximize the didactic performance of the lessons for each athlete.
 33. The coach reserves the right to prevent and/or interrupt athlete's attendance in the lesson if they are not properly motivated or present inappropriate behavior.
 34. Attendance in **August:** by July 15th, athletes must notify BTS in writing if they intend to attend lessons in August. The feasibility will be subject to the number of interested athletes, coach availability, and advance payment of lessons.

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