



East Coast Squash Academy: Squash Coaching, Terms and Conditions

1. BILLING AND UPFRONT PAYMENTS

Full upfront payments are to be made prior to commencing a single or multi package service.

2. 24-HOUR CANCELLATION RULE

When canceling a session, you must notify our coach via Email (ursula@eastcoastsquashacademy.com.au). If for whatever reason, you cancel your designated session with less than 24 hours notice from the start of your lesson, no remuneration will be given. No 'make-up' sessions will be permitted. Full payment will be charged, and this policy will be enforced 100% of the time.

3. CANCELLING IN ADVANCE

When canceling a class, you must notify our administration via email (ursula@eastcoastsquashacademy.com.au). If 24 hours notice from the start of your lesson is given to reschedule your session, your session will be moved to a more suitable time frame within working hours. No fee will be charged if the appropriate steps are taken.

4. OUR COMMITMENT

If our coaching team at the East Coast Squash Academy are unable to honor your weekly session/s due to unforeseen circumstances, our hours of operation will be extended to ensure that we fit you in.

5. CHANGES TO TERMS OF THIS AGREEMENT

The East Coast Squash Academy has the right to add to, remove or change the terms and conditions applicable to the service. The most up to date terms and conditions will always apply, and you may obtain a copy of these from the East Coast Squash Academy website. You will be advised of any changes to the coaching terms and conditions, providing you a minimum of 2 weeks notice of any change. Changes will be advised via any of the following methods:

- Advising on East Coast Squash Academy's Website
- Contacting our clients by email, phone or SMS

6. TRAINING ADVICE

The East Coast Squash Academy does not provide any medical diagnosis or advice regarding an individual's physical or medical condition. Any training advice provided is that of a guideline. It is the sole responsibility of the client/individual to provide complete and accurate information so that the appropriate training guidelines can be given to them.

I have read, understood and agree to ALL the above terms and conditions.