



bettertennisproject

OCCASIONAL PRIVATE LESSONS (OPL) REGULATION

1. Occasional Private Lessons (OPL) are usually held between **8:00 am** and **17:00 pm** from **Monday to Friday**, and between **8:00 am** and **2:00 pm** on **Saturdays**. Outside of these hours, private lessons may be arranged with values and conditions to be defined in each case.
2. OPL is the only type of lessons that provide **flexibility** in scheduling. Only the booked lessons (attended or missed without prior notice) will be counted.
3. OPL **bookings** must be arranged directly with the BetterTennis Team (preferably via WhatsApp).
4. The **official contacts** of the BetterTennisProject are the following (available Monday-Friday 9am-7pm, and Saturdays 9am-2pm):
 - 4.1. WhatsApp at +351 964 246 559
 - 4.2. Phone call at +351 964 246 559
 - 4.3. Email at bettertennisproject@gmail.com
5. Bookings require a minimum advance of 24 hours (exceptional cases may be analyzed).
6. OPL are acquired one by one (single lessons) or in packs of 4 or 8 lessons (in card format), and are not refundable (unless cancelled by the BetterTennisProject).
 - 6.1. Presentation of the pack card is mandatory at the beginning of each lesson.
 - 6.2. Packs of 4 lessons are valid for 45 days and packs of 8 lessons for 60 days.
 - 6.3. After acquiring a 4-lesson pack, the athlete cannot upgrade it to an 8-lesson pack and pay the difference.
 - 6.4. 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.
7. **Payment** of a lesson is due upon its booking; payment of a pack is due upon booking the 1st lesson of the pack.
 - 7.1. The **payment methods** accepted are: bank transfer, MbWay, Revolut, PayPal or cash.
8. **Cancellations** from the athlete require a minimum advance notice of 24 hours. With short notice cancellations, the lesson will still be charged, as the slot would have been blocked for other bookings, and the BetterTennisProject will still incur on all related costs.
 - 8.1. If the athlete doesn't show up for a booked lesson on the first 15 minutes (without notice), the coach may leave the court and the lesson will be charged.
9. Invoices will be provided when requested (invoicing data must be provided).
10. The assessment of **court conditions** (ex: due to rain) for the execution of a lesson is always done by the BetterTennis Team within the hour prior to the lesson, and unless a cancellation is expressly communicated to the athlete, they have the duty to attend the location at the scheduled time. If the athlete does not show up and the lesson is feasible, it will still be charged.
 - 10.1. If the lesson is cancelled due to court conditions, it may be re-scheduled or refunded.
11. The **coach** assigned to each lesson is the responsibility of the BetterTennis Team, according to internal management, and not of the personal preference of the athlete.
12. The BetterTennisProject will provide rackets for OPL if the athlete doesn't have one.

Thank you for choosing the BetterTennisProject.