



## Academy Rules (Players, Coaches, Parents)

Bozovic Tennis Academy wants to present itself as professional as possible and wants to be as successful as possible. Therefore it is absolutely necessary that everyone involved accepts, respects and acts to the following rules:

### RULES FOR PLAYERS

- Please be on time for class; show RESPECT to your coaches, trainers and fellow students. Disrespect will be NOT be tolerated. Players who are late for their training sessions will not be permitted to join the training session after start times, unless otherwise arranged with the coach in advance.
- Use of the smart phone is only permitted in any emergency case and if your coach did approve it.
- Please show GRATITUDE towards anyone that helps you or attempts to help you. "Thank you" makes people feel so nice.
- Please refrain from shouting out in despair, frustration, anger, self-pity. Have a very sound RESPECT to your racket and try to never throw it!
- The student will be responsible for their own things and respecting those of others. Respect use of the facilities, furniture and equipment of the Academy.

### RULES FOR COACHES

Our coaching team is committed to give very best effort to achieve the following:

- Arriving on time or even better ahead of time for all sessions and being well prepared for all sessions; lessons planned and ready to go.
- Commitment to be a positive role-model to all players in every situation (incl. not to use the smart phone during the lesson).
- Ensure that bullying and threatening behaviour will not be tolerated by anyone in our environment and to avoid any act of sexual harassment.
- We will never show any preference to any players in a group situation and we promise to make decision that puts the player first, at all times.
- We are obliged to cancel a lesson at least 24h before it starts. If we fail doing so the player will receive a free lesson.

Address: Wiesenstrasse 8, Schlieren 8952 Telephone: +41 79 416 42 18  
E-mail: office@bozovictennisacademy.com



## RULES FOR PARENTS

- Please support our “NO EXCUSES” philosophy with the players. Tennis is a brutally tough sport, physically and mentally. They have to be ready for the reality of the "competitive arena".
- Parents, relatives or friends of academy players must remain off court during training sessions. They must also refrain from yelling out to, or disturbing players and coaches during training sessions.
- Parents are obliged to settle payments on time within 20 days after date of the bill, unless otherwise arranged with the coach and the owner of Bozovic Tennis Academy.
- In case there is a player’s need for cancelling the training, it is the parents’ responsibility that to inform the coach at least 24h before beginning of the training. Otherwise, the training will be fully charged.

The relationship between the player, the coach and the parents is very important for a sound and successful development of the player. The very best for the player has always to be first priority in every step and decision taken.

The player, the coach and the parents of the player of the Bozovic Tennis Academy declare with their signature to have read the above mentioned rules. We fully agree with the rules and accept the rules of the Bozovic Tennis Academy. Parents also agree with their signature that they did read and fully accept the GTC of the Bozovic Tennis Academy.

\_\_\_\_\_  
(Place / Date)

\_\_\_\_\_  
(Signature Player)

\_\_\_\_\_  
(Place / Date)

\_\_\_\_\_  
(Signature Coach)

\_\_\_\_\_  
(Place / Date)

\_\_\_\_\_  
(Signature Parents)

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## Terms and Conditions (GTC)

These terms and conditions apply to all offers of Bozovic Tennis Academy. Unless otherwise agreed, the conditions listed here apply.

The Bozovic Tennis Academy offers different types of lessons, events and courses in the sport of tennis, hereinafter referred to as “services”.

### Registration, prices and invoicing

- The clients can sign in for a service either by phone or by email. If desired, they receive a confirmation by email.
- The prices are given in CHF. Expenses in foreign currencies will be converted at the daily rate.
- Parents should settle payments on time, unless otherwise arranged with the coach.
- The price for a service includes basically the tennis coach, the balls and all resources necessary for the training.
- Group courses and camps are invoiced before the start. Private lessons are invoiced once per month at the end of the month.
- The due date of payment for all services is, unless otherwise agreed, 10 days after invoicing.
- If there are too few participants for a certain service (eg. camps), Bozovic Tennis Academy reserves the right to cancel the course. Any payments will be refunded.
- Signing up for a service, whether orally or in writing, is a binding commitment. The non-payment of a service is not considered as a cancellation.
- Costs of third parties (eg. catering, hotel, etc.) are charged one to one.
- All test trainings carried out by Bozovic Tennis Academy will be charged to the regular price of a private lesson. It makes no difference if the client will take regular lessons with us thereafter or not.
- Our trainings will still be charged on a monthly base. In any case, we only charge for what our players get lessons for. This means, if a player can't join his regular group of 3, he will not be charged. The other 2 players then get a semiprivate lesson and will also be charged for a semiprivate lesson. The same applies if a semiprivate lesson turns to a private lesson.

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## **Cancellation period**

Due to the in advance reserved courts, we set a cancellation period for the one-sided termination of the booked tennis lessons. Cancellation has to be done in written form at the end of each month with one month's notice. During this period, the student or the student is required to take the prearranged Tennis hours further and pay. As an exception, injury-related absences are against a medical certificate (only the court fee is payable then) or if a replacement tenant for the tennis lesson can be found immediately. The cancellation period also applies when the coach of the Bozovic Tennis Academy wishes to terminate the training relation.

## **Cancellation**

The cancellation of a service is connected with administrative work. In case of cancellation, a written notification is necessary in any case. If we receive this notification early enough, we are able to repay the amounts already paid in whole or in part. Please note the following rules regarding reimbursement:

- from 29 to 15 days before the start: 70% of the price
- from 14 up to 8 days before the start: 50% of the price
- from 7 up to 1 day (s) before the start: 20% of the price
- from 24 hours up to the start of the service: no refunds

Private lessons must be cancelled in writing not later than 24 hours before the start, otherwise the price of the service is due (incl. court).

## **Custody for underage kids**

Our regulatory obligation for underage players is limited to the period of the lessons. All other responsibility is clearly and only on the parents. Parents have to inform their kids not to leave the trainings area before and after the training. Bozovic Tennis Academy is not taking any liability if a player leaves the training area during the lesson.

## **Elimination from training**

We reserve also the right to exclude players from a group, if they despite warnings to the instructions of the coach disturb and interfere the training. In such a case any underage kid must remain in the training area until parents pick them up. Furthermore, there will be no refund of the (pro rata) training fee.

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### **Insurance**

Bozovic Tennis Academy excludes any liability for claims related to accident, theft, etc. Please consider sufficient insurance coverage.

### **Program and price changes**

We reserve the right to change prices, programs and these terms.

### **Applicable Law / Jurisdiction**

The exclusive place of jurisdiction shall be the registered seat of Bozovic Tennis Academy. Swiss law shall apply exclusively to these Terms.

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