

## General Terms and Conditions (GTC)

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

Bozovic Tennis Academy offers various types of tennis lessons, events and courses in the field of tennis, hereinafter referred to as "Services".

### Registration

- Registration for the services is done either by phone or in writing. The confirmation is sent to the client by e-mail.
- Verbal statements are not-binding without prior written confirmation.

### Prices

- The prices are given in CHF. Expenses in foreign currencies will be converted at the middle exchange rate of the Swiss national Bank.
- The price for a service includes: tennis coach, balls and all other resources necessary for the training.
- Test training conducted by Bozovic Tennis Academy are charged at the usual rate of a private lesson.
- Holidays daily lessons are charged according to the weekend prices

### Invoicing

- Customers living abroad and who are not registered in Switzerland pay for the lessons in advance.
- Payment to be made in a timely manner, unless otherwise arranged with the Financial Department.
- Junior/Kids group courses and camps are invoiced before their start.
- Private lessons are invoiced once per month, on the 10<sup>th</sup> of the following month.
- The payment term of all services is 10 days after invoicing, unless otherwise agreed. If the payment is not settled after the payment reminder sent via email, we will send

warning with a fee of CHF 20 which will be charged in addition to the already owed amount. If payment still hasn't been made after 2<sup>nd</sup> and last warning, we are forced to take a legal action.

### Intensive weeks

- If there are not enough registered participants for a group camp, Bozovic Tennis Academy reserves the right to cancel the course at short notice. Any payments will be refunded.
- During the intensive weeks, all fixed junior private and group lessons are cancelled. Private lessons can be rebooked upon request.

### Notice period

**Private lessons:** Due to in advance reserved courts, we set a cancellation period for the unilateral termination of the booked tennis lessons.

Private lessons must be cancelled at least 24 hours before their start, otherwise, full amount will be charged (incl. price of a court).

If a client cancels fixed private lessons too often, BTA reserves the right to sell that slot to another client.

For short notice cancellations, please contact the responsible coach directly. Cancellation of lessons in the following weeks, we kindly ask you to inform Sasha Rudolph

([sascha.rudolph@bozovictennisacademy.com](mailto:sascha.rudolph@bozovictennisacademy.com) / 079 416 42 18).

**Group lessons juniors & kids:** Clients are obliged to pay full amounts for this kind of course. As we have an obligation to all the other players in a pre-arranged group lesson, it is not possible to cancel a started course. There is no compensation for a missed group lessons, unless they are cancelled by BTA. In case of an illness or severe injury that lasts longer than 4 weeks, we will issue a voucher for a related tennis lessons for the upcoming season. Official medical certification needs to be presented to us. Group lessons for adult clients have special, much more flexible rules, which are described in the corresponding group chat.

### Supervision with minors

Our supervisory responsibility for underage male and female players is limited to the duration of the training session. Parents/guardians must ensure that supervision is seamlessly provided before and after the training session. Parents/guardians have an

obligation to inform their children that they are not allowed to leave training area before and after the training and that they must follow the instructions of the coaches. Underage player must remain in the training area he or she is picked by the parent/guardian.

### **Elimination from training**

BTA reserves the right to exclude player from a training if he/she, despite the warning of a coach, disturb and interfere the training. The same applies if he or she shows disrespect towards other player, coach, employee or visitor of BTA. Furthermore, there will be no refund of the training fee.

### **Insurance**

BTA is not liable for any claims related to accidents, damages, thefts etc.

### **Program/Terms/Price changes**

We reserve the right to make program and price changes, as well as changes to these GTC at any time.

### **Applicable Law**

The place of jurisdiction is the registered office of the Bozovic Tennis Academy. Swiss law is exclusively applicable.

