



Victoria Kan Tennis Academy

GENERAL RULES

MUST READ BEFORE YOUR CLASSES START!

1. CANCELLATION

1.1 Cancellation 48 hours before the start (for individual training) - payment for the court rental, if someone else buys this court - no payment is required. We will be able to notify you the next day. Since the court is booked in our name and then the club sends us an invoice.

1.2 Cancellation 24 hours before the start (for group training) - payment for the training, if someone else takes your place - no payment is required. We will be able to notify you the next day.

1.3 Cancellation on the day of the training or no-show - the training is fully counted/paid for any reason.

2. DELAY IN PAYMENT

2.1 If the training has not been paid for within 2 days - we send the first reminder.

2.2 If the training has not been paid for within 7 days - we send an invoice for payment with a penalty of 5 euros, and an invoice will be issued for non-cash payment with an additional 20%. You can check the cost on our website.

2.3 If the training has not been paid for within 14 days - we send an invoice for payment with a penalty of 10 euros, and an invoice will be issued for non-cash payment with an additional 20%. You can check the cost on our website. If there is an active block, abo or course, they are frozen until full payment.



2.4 If the training has not been paid for within 30 days - we forward the invoice to the Inkasso service to pay the debt. An invoice will be issued for non-cash payment with an additional 20%. You can check the cost on our website.

3. WHAT IS LATE CANCELLATION?

3.1 Late cancellation is a cancellation of a training by a student or their parents less than 24 hours before the start of their training.

You can cancel the training in advance (more than 24/48 hours before the start) without any charges.

3.2 Cancellation rules are the same for individual and group training. These rules are the same for all our clients! There are no exceptions!

3.3 If a student does not show up for a scheduled training - this training is fully credited/paid.

Late cancellation for any reason - the lesson is fully credited/paid.

4. WHAT ARE THE REASONS:

- the child is sick;
- the child is detained at school;
- problems on the parent's side;
- stuck in a traffic jam/public transport is not running;
- and so on.