

****Westcliff Lawn Tennis Coaches Cancellation Policy****

At Westcliff Lawn Tennis Coaches, we value the commitment of all our clients and understand that everyone's time is important. We have therefore put in place a comprehensive cancellation policy to ensure fairness and efficiency for all parties involved.

1. ****24-Hour Notice:**** If you need to cancel a scheduled lesson, we kindly ask that you give us at least 24 hours' notice. This allows us to open up your time slot to other students who may be waiting for a lesson.
2. ****Less Than 24 Hours Notice:**** In the event that a lesson is cancelled with less than 24 hours' notice, the full fee for that lesson will be charged. This is to compensate for the time that was set aside for the lesson, which may not be able to be filled on such short notice.
3. ****Rescheduling Attempt:**** In case of cancellation, we will make an effort to reschedule the cancelled lesson to another suitable time slot within the same week, subject to the coach's availability. Please note that rescheduling is not always guaranteed and is dependent on the availability of the coaches and other scheduled students.
4. ****Unable to Reschedule:**** If we are unable to find a suitable time for rescheduling the cancelled lesson within the same week, the lesson fee will still be charged. This policy is in place to ensure that our coaches are fairly compensated for their time and the slots that they have committed to our clients.

We appreciate your understanding and adherence to our cancellation policy. It helps us maintain a high standard of service and enables us to provide all our clients with the best possible availability and flexibility. If you have any questions or concerns about this policy, please do not hesitate to reach out to us.