**General conditions**

1. Registrations for Development training will only be taken in consideration if a registration form is filled in completely and received by the Backoffice of Sports Centre UT. The registration form can be found here: <https://www.utwente.nl/en/sport/forms/development-training/>
2. With your registration, you commit yourself to a full course.
3. The participant agrees with the general conditions set up by Sports Centre UT.
4. A training session will have a duration of 90 minutes or 60 minutes.
5. All information about duration of the training sessions and prices of the Development training are subject to printing or typing errors. Sports Centre UT has the right to correct printing or typing errors, and will inform the participants.
6. If a group is incomplete, (for example 3 instead of 4 people) Sports Centre UT has the right to change the duration of a session (example 60 minutes instead of 90 minutes) to be able to continue the session.
7. Registration for a course does not guarantee a spot.
8. At the tennis park training will only be given by tennis instructors who are licensed to do so. All the tennis instructors have a license from the KNLTB.
9. Cancellation of the course is only possible by sending an e-mail to secr-sport@utwente.nl and until two weeks before the start of the course.
10. A part or full refund is only possible in exceptional situations. An example is an injury which has a long recovery or other private situations. Sports Centre UT will approve or deny applications for a refund and will inform the participant.
11. Missed sessions due to illness or other reasons by a participant, does not mean there will be a new session scheduled.
12. Not showing up for a session is at own cost. If a group is incomplete, the instructor has the right to send the other participants to another group.
13. The full amount for the course must be transferred before the first session via dms.utwente.nl, unless stated otherwise in the confirmation. The link to pay for the course will be sent to the participant after registration.
14. If the fee for the course has not been received by the Sports Centre UT on time, the collection of the money will be done by an external party and the usual collection cost have to be paid by the participant.
15. If there are requests for a specific instructor, trainingday, or training time the Sports Centre UT will try to make this happen. However, there is no guarantee that the Sports Centre can make it happen.
16. By registration for the course, you agree with the selected instructors by Sports Centre UT. This is also applicable if an instructor is substituted due to, for example, illness.
17. All the dates for the sessions will be communicated by Sports Centre UT as soon as possible.
18. Sessions which have already started, and are cancelled throughout the lesson, will not be rescheduled or refunded.
19. If a regular sessions can’t continue, the instructor can decide to do a theoretical session. A theoretical session is the same as a regular session (max of 3 in a season)
20. If we can't continue sessions, for example due to weather circumstances, we will compensate half of the missed sessions by rescheduling. For example: Due to bad weather, you have missed 4 sessions, we will reschedule 2 sessions. The other 2 sessions will not be rescheduled.
If there is an uneven amount of missed session, the Sports Centre will reschedule most of the missed session. For example: You have missed 3 sessions due to bad weather, the Sports Centre will reschedule 2 sessions. The other session will not be rescheduled.

Sessions which are already rescheduled, but can’t continue due to weather circumstances will not be rescheduled again.

In case the RIVM or the national government decides that sessions can’t continue (due to lockdown or Corona), Sports Centre UT will reschedule half of the missed sessions, the same as mentioned above.

1. During national and regional holidays and public holidays there is no training, unless the instructor decides otherwise. This is also applicable on rescheduled sessions.
2. If the weather is bad, the instructor decides if a session can or can’t continue. The session will always continue, unless the instructor or Sports Centre UT informs the participants about the cancellation.
3. Participating in a course is at your own risk.
4. Sports Centre UT is not responsible for injuries which happened on the court, accidents, damage of goods or theft.
5. If you have questions or complaints, you can contact the Backoffice of Sports Centre UT (secr-sport@utwente.nl