

TPT Booking Policies 2026

Private Lessons Booking Rules

Scheduling Lessons:

How to Book: You can book a private lesson via email at swansea@tperformancetennis.com or by contacting your coach directly. We strongly encourage booking your lessons in advance to secure your preferred date and time.

Cancellation Policy:

Notice Period: A minimum of 24 hours notice is required for cancelling or rescheduling a lesson. This allows us to offer the slot to other students.

How to Cancel: If you need to make any changes to your scheduled lesson, please reach your coach directly via email.

Late Cancellations & No-Shows: Lessons cancelled within 24 hours of the scheduled start time, or in case of a no-show, will result in the full charge of the lesson fee. We understand that emergencies may arise, and we will consider them on a case-by-case basis. Please contact your coach as soon as possible to discuss this.

Weather Cancellations: If we cancel your lesson due to weather, you won't be charged any fees. We'll work with you to reschedule your lesson.

Note: If a lesson is disrupted by unexpected weather conditions halfway through, it will not qualify for a refund.

Refunds for cancelled sessions will be processed as per the cancellation policy.

Payment:

Prepayment: All lessons must be prepaid, unless payment is in cash. Payments are accepted via e-transfer to tperformancetennis@gmail.com. Please include your full name, the lesson date and time in the e-transfer message for quick identification. Payment confirms your booking.

Lesson credits expire at the end of every year.

By booking a lesson, you agree to this policy. Thank you for your cooperation.

Adult Clinic Cancellation & Make-Up Lesson Policy

Registration:

Enrolling in a program is done conveniently online using the booking system. If you have any difficulties signing up, please email us at swansea@tperformancetennis.com

Important: To enrol successfully in the program, it's essential to ensure you sign up for the appropriate level. Please make sure to review a tennis [self-rating guide](#).

Adult Clinic Cancellation Policy:

Notice Period: To ensure all interested participants have an opportunity to join our programs, a cancellation request must be submitted at least one week before the start date of the program to receive full credit which can be used for future club programs. Cancellation requests submitted less than one week before the first day of the program will be eligible for 50% credit.

How to cancel: To cancel your enrollment in the clinic or make any changes, and for credit inquiries please email us at swansea@tperformancetennis.com

Adult Make-Up Lesson Policy:

Participants are eligible for a make-up lesson only if the original class was cancelled due to weather conditions. No make-up lessons will be provided for no-shows or absences due to personal circumstances.

To accommodate all participants three different days and time slots will be offered for the make-up class. Participants will be contacted directly by their coach to schedule their make-up lesson. The lesson can only happen at the new time if at least half the group agrees to it. If none of the options work for the group, we'll provide additional alternatives.

Note: If the weather forecast indicates unfavourable conditions, participants will be contacted beforehand regarding the potential cancellation of the session. Additionally, if a lesson is disrupted by unexpected weather conditions halfway through, it will not qualify for a makeup class. This policy ensures fairness for all participants and coaches involved. ***Lesson credits expire at the end of every year.***

Registration in the clinic, ratifies your agreement to this policy. Thank you.

Junior Program Cancellation & Make-Up Lesson Policy

Enrollment in The Program:

Booking a program is done conveniently online through the member portal. If you have any difficulties signing up, please email us at swansea@tperformancetennis.com

Important: To successfully enrol your child, please ensure they are signed up for the correct age-based level. In case you have chosen the wrong level, we will make adjustments accordingly. Additionally, take a moment to review the [racquet size guide](#). Please note that we do not provide racquets, so be sure to bring one along.

Junior Lesson Cancellation Policy:

Notice Period: To ensure all interested participants have an opportunity to join our programs, a cancellation request must be submitted at least one week before the start date of the program to receive full credit which can be used for future club programs. Cancellation requests submitted less than one week before the first day of the program will be eligible for 50% credit.

How to cancel: To cancel your enrollment in the clinic or make any changes, and for credit inquiries please email us at swansea@tperformancetennis.com

Junior Make-Up Lesson Policy:

Participants are eligible for a make-up lesson only if the original class was cancelled due to weather conditions. No make-up lessons will be provided for no-shows or absences due to personal circumstances.

To accommodate all participants three different days and time slots will be offered for the make-up class. Participants will be contacted directly by their coach to schedule their make-up lesson. The lesson can only happen at the new time if at least half the group agrees to it. If none of the options work for the group, we'll provide additional alternatives.

Note: If the weather forecast indicates unfavourable conditions, participants will be contacted beforehand regarding the potential cancellation of the session.

This policy ensures fairness for all participants and coaches involved. ***Lesson credits expire at the end of every year.***

Registration in the clinic, ratifies your agreement to this policy. Thank you.

Summer Camp Enrollment & Cancellation Policy

All summer camp registrations will be paid in advance, a non-refundable deposit equal to 20% of the total camp fee will be kept once registration is completed.

Cancellation & Refund Schedule

More than 30 days before the camp start date: Refund of the camp fee minus the non-refundable deposit.

15–30 days before the camp start date: Refund of 50% of the total camp fee.

Less than 14 days before the camp start date: No refunds will be issued.

Medical Exceptions

- Cancellations due to medical reasons may be considered only with a valid doctor's note.
- Approved medical cancellations will be issued as a credit toward future programming, valid for 12 months. Cash refunds are not guaranteed.

Missed Days & Schedule Changes

No refunds, credits, or make-up days will be provided for:

- Illness/Vacations or personal scheduling conflicts
- Late arrivals or early pick-ups
- Weather-affected days (unless the entire camp day is cancelled by the Academy)

Camp-Initiated Cancellations

If Top Performance Tennis Academy cancels a full week of camp, families will receive the option of: A full refund or a full credit toward future programming

Transfers

Transfers to another camp week or sibling may be permitted subject to availability and must be requested at least 14 days prior to the camp start date.