

Thank you for choosing Mouratoglou Tennis Center Jumeirah. Kindly refer to the terms and conditions of our services:

## **Payment Terms & Rescheduling Policies:**

### **Regular Clients (Players who wish to play on a fixed schedule on a term basis):**

- Prepayment is required for the term in order to guarantee the day, hour, and coach throughout the term.

**Term 1: September - December**

**Term 2: January - March**

**Term 3: March - June**

#### **Rescheduling for private sessions (1 player):**

- Rescheduling is possible when executed online at least **24 hours** in advance.
- Rescheduling date must fall within the same term period. **No sessions can be carried over to the following term.**

#### **Rescheduling for semi-privates and group sessions (2-4 players) :**

- Rescheduling must be done at least **24 hours** in advance by all participants.
- All rescheduled sessions **must take place within the same term period.**
- In case of a partial cancellation (not all participants agreeing on rescheduling), make-up sessions are extended during the term.
- Make-up sessions are arranged with your coach / head coach and capped at **3 make-up sessions/term**, taking place during public and school holidays.
- **No make-up** sessions can be **carried over to the following term.**
- All rescheduling requests must be sent **via WhatsApp** to the respective coach **at least 24 hours** in advance.

### **Non-Regular Clients and Hotel Guests:**

- Private sessions (1:1, 1:2, 1:3, 1:4) are available on our online booking portal at [www.mtcj.moonball.app](http://www.mtcj.moonball.app) where you can book a single session or buy packages.
- The 10-session package is **valid for 3 months** from the date of purchase.
- The 50-session package is **valid for 6 months** from the date of purchase.
- Rescheduling is possible when executed online at least **24 hours** in advance.
- Rescheduling date must fall within the **package validity period.**
- **No extensions** of expired packages.

**PLEASE NOTE: Our online booking portal offers sessions at two locations: Madinat Jumeirah and Jumeirah Beach Hotel, therefore make sure when booking that you select the desired location otherwise the system will assign the location based on availability.**

### **Adult Group Classes:**

- Group sessions are available on our online booking portal at [www.mtcj.moonball.app](http://www.mtcj.moonball.app) where you can book a single session or buy a package.
- The 10-session group package is **valid for 6 months** from the date of purchase.
- Rescheduling is possible when executed at least **24 hours** in advance.
- Rescheduling date must fall within the **package validity period.**

### **Junior Program and Ladies League Training:**

- Prepayment is required for the term.
- Make-up sessions are subject to availability. Dates will be provided by the coaches.
- Maximum of **2 make-up sessions / term.**
- All make-up sessions must **take place within the term period**, and are arranged with your coach.
- No make-up sessions **can be carried over to the following term.**

### **Court Rentals:**

- Rentals are available on our online booking portal at [www.mtcj.moonball.app](http://www.mtcj.moonball.app).
- Rescheduling is possible when executed online at least **24 hours** before the rental time.

**Refunds:**

If you are unable to continue your Tennis Lessons due to medical reasons, you will need to provide a letter from your doctor clearly stating exercise restriction prior to being given the refund. Payments are not refunded under any other circumstances. If your coach is no longer with our company, or on vacation, or on a sick leave, the Tennis Director will provide you with a new coach who is suitable to your needs. If you decide to cancel your membership with the J-Club, there will be no refunds given for unused tennis sessions.

**Late Arrivals:**

If you are without a warning more than 20 minutes late for your lesson, the lesson may be cancelled and you will be charged the full lesson rate.

**Coaches:**

If at any stage you would like to change your coach, please contact the Tennis Director and he/she will be happy to assist you.

**WAIVER AND INDEMNITY AGREEMENT:**

I acknowledge that is my sole decision to use the Services at the Mouratoglou Tennis Center Jumeirah. I am aware that I am engaging in physical exercise and the use of Services which could cause injury to me. I am voluntarily participating in these activities and assume all risk of Injury that might result. If the use of the Services causes me any personal inquiries, pain or discomfort. I will immediately advise a member of staff at the Mouratoglou Tennis Center Jumeirah of this condition and cease further use of the Services. I am aware that it is always advisable to consult a doctor or physician before undertaking any physical activity or using any services that are the same as or similar to the Services at the Mouratoglou Tennis Center Jumeirah and its other facilities.

In consideration to allowing me to use the Mouratoglou Tennis Center Jumeirah and its other facilities, participate in and/or receive the Services provided, I agree as follows:

**1. TO WAI ANY AND ALL LEGAL CLAIMS:** that I have or may have in the future against Mouratoglou Tennis Center Jumeirah, its operating company, Jumeirah Beach Hotel, Madinat Jumeirah, and its parent companies, subsidiaries, officers, directors, agents, affiliates, employees and agents, as a result of my use, participation in and/or receipt of the Services, products and equipment.

**2. TO RELEASE:** Mouratoglou Tennis Center Jumeirah, its operating company, Jumeirah Beach Hotel, Madinat Jumeirah, and its parent companies, subsidiaries, officers, directors, agents, affiliates, employees and agents,, from any and all liability for loss, damage, injury, or expense that I may suffer, as a result of my use, participation in, and/or receipt of, the Services, products and equipment, due to any cause whatsoever (Including but not limited to claims alleging negligence, breach of contract, or breach of any statutory or other duty of care);

**3. TO HOLD HARMLESS AND INDEMNIFY THE HOTEL:** Its employees and other representatives from and against all actions, cost, claims, charges, expenses and damages, however caused, which may be brought or made or claimed against it arising from any personal injury, pain, discomfort, or loss allegedly caused arising out of, or in connection with, my use of, participation in and/or receipt of, the Services, products and equipments including but not limited to any damage to the property of, or personal injury to, any third party, and

**4. TO RELEASE AND DISCHARGE THE HOTEL:** from any and all liability for loss or theft of, or damage to property which i may bring in or onto the Health Club.

**PUBLICITY RELEASE:** I agree to be filmed and photographed during activities by Mouratoglou Tennis Center Jumeirah, its representatives, and any other entity(s) operating, organizing or sponsoring the facilities, its representatives, organizers, and the sponsoring entity(s). Mouratoglou Tennis Center Jumeirah, will own any and all rights in such film and photography of me (hereinafter referred to as "Footage"). This will permit Mouratoglou Tennis Center Jumeirah to proceed with taking such Footage and I now waive, as to Mouratoglou Tennis Center Jumeirah and its successors, assigns and licensees, all personal right and objections to any use to be made of me, my name, likeness, voice or personality in connection with the use of the Footage in any media for any and all purposes, including trade, advertising and promotional purposes, in perpetuity and without further compensation. I understand that in proceeding with filming and photography of the Footage, Mouratoglou Tennis Center Jumeirah will do so in full reliance on the foregoing permission.

**I will abide by the terms, conditions, releases and indemnity agreement of the operating company of Mouratoglou Tennis Center Jumeirah located at the Jumeirah Beach Hotel and Madinat Jumeirah tennis facilities, fitness areas, and health clubs. I am fully knowledgeable of the services, equipment and/or other facilities that are offered. I am also fully knowledgeable about my own physical limitations and I agree to assume the risk of using the facilities.**

**I acknowledge that I have read and understood and agreed to the terms, conditions, releases and indemnity agreement.**