

activeaway

ikos
RESORTS



TENNIS ACADEMY DISCLAIMER

ACTIVE AWAY X IKOS RESORTS

TENNIS ACADEMY DISCLAIMER

Active Away and Ikos Resorts emphasizes the importance of safety during tennis activities. Active Away is responsible for delivering the sessions while concerns about the facilities are reserved to Ikos Resorts. Both parties urge all participants to adhere to the following disclaimers and guidelines:

PHYSICAL CONDITION

Participants should ensure they are in good physical condition and consult with a healthcare professional before engaging in tennis activities.

EQUIPMENT INSPECTION

Inspect tennis equipment regularly for any signs of damage or wear. Do not use damaged equipment, and report any issues to the facility staff immediately.

PROPER ATTIRE

Wear appropriate tennis attire and footwear to reduce the risk of injuries. Non-marking shoes are required on indoor courts.

WARM-UP AND STRETCHING

Always warm up properly before playing tennis. Include stretching exercises to improve flexibility and reduce the risk of muscle injuries.

HYDRATION

Stay hydrated during tennis activities. Drink water regularly, especially in hot or humid conditions.

WEATHER CONDITIONS

Be aware of weather conditions, and refrain from playing during adverse weather, such as heavy rain, lightning, or extreme heat. Follow facility guidelines regarding weather-related closures.

COURT ETIQUETTE

Respect other players on the court. Communicate effectively, and be aware of your surroundings to avoid collisions and injuries.

FIRST AID

Familiarize yourself with the location of first aid supplies and know basic first aid procedures. Report any injuries or accidents to facility staff promptly.

EMERGENCY PROCEDURES

In case of an emergency, follow facility evacuation procedures and seek assistance from staff. Know the location of emergency exits, first aid kits, and emergency contact information.

PAYMENT

By making a reservation for one of our tennis lessons you are bound to make payment for this session. Payment can be made by room charge or any other method available. Active Away does not accept payment in cash.

NO SHOWS

Anyone arriving later than 15 minutes after their scheduled start time will be deemed a 'no show' and forfeit their entire session.

LATE ARRIVAL

We cannot overrun your allocated time slot. For example if you arrive for a 16:00 - 17:00 session at 16:10, your session will still finish at 17:00.

CANCELLATION

We reserve the right to cancel your booking with up to 3 hours notice without penalty. There are times where our coaches are ill or have an emergency and as such may not be able to attend your session. In this case - you would be refunded in full.

We do not accept cancellations. However we may be able to accommodate with very advanced notice.

To request a cancellation, you may email:

- ikosaria@activeaway.com
- ikoskissamos@activeaway.com
- ikosdassia@activeaway.com
- ikosolivia@activeaway.com
- ikosodisia@activeaway.com
- ikosoceania@activeaway.com

We look at each cancellation on a case by case basis, however in many cases we have both turned away bookings and scheduled our coach, so are unable to offer any options.

CHANGING YOUR BOOKING

We do not accept changes to your bookings.

To request a change, you may email:

- ikosaria@activeaway.com
- ikoskissamos@activeaway.com
- ikosdassia@activeaway.com
- ikosolivia@activeaway.com
- ikosodisia@activeaway.com
- ikosoceania@activeaway.com

We look at each change on a case by case basis, however in many cases we have both turned away bookings and scheduled our coach, so are unable to offer any options.

COMPLAINTS

For any complaints, please email:

- ikosaria@activeaway.com
- ikoskissamos@activeaway.com
- ikosdassia@activeaway.com
- ikosolivia@activeaway.com
- ikosodisia@activeaway.com
- ikosoceania@activeaway.com

COMMUNICATION

To allow for easy communication between yourself and the Tennis Coach, we may pass your telephone number on to the coach.

By agreeing to our Terms & Conditions you are consenting for this to happen.

SOCIAL MEDIA

We may upload photos from sessions to our various Social Media channels.

Permission will not be requested from Adults, as by signing up to a lesson you are agreeing to social media sharing taking place.

Permission will be requested by a parent/guardian for children.

NOTIFICATIONS

By signing up for a lesson you may receive automated notifications, these include (but are not limited to) WhatsApp, Email and SMS.

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For more information on Active Away please visit:



activeaway.com



hello@activeaway.com



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