



MiguelTennis — Cancellation & Payment Policy

1. Reservations & Payments

- All private lessons, performance sessions, and tennis events must be booked in advance and confirmed through payment.
- Payments for private classes are made via bank transfer, Bizum, or approved methods.
- Packages or multi-session plans must be paid in full before the first training session.
- Due to limited availability and high demand for private coaching, time slots are confirmed only after payment.

2. Private Lesson Cancellations

- Cancellations must be made at least 24 hours in advance.
- If cancelled more than 24 hours prior: → The session may be rescheduled within the same month, subject to availability.
- If cancelled 12–24 hours in advance: → If rescheduling is not possible, 50% of the session cost may be credited toward a future lesson.
- If cancelled with less than 12 hours' notice, or in case of a no-show: → The session is non-refundable and cannot be rescheduled.

This policy protects limited private schedule and ensures fairness to all clients.

4. Weather & Force Majeure

- Outdoor sessions may be affected by weather conditions.
- If Miguel cancels a session due to weather: → It will be rescheduled at no additional cost.
- If the client chooses not to attend due to weather without prior agreement, the session is considered lost.
- In rare force majeure situations (facility closure, emergency, etc.), affected sessions will be rescheduled.

5. Packages & Validity

- Packages and multi-session plans have a fixed validity period starting from the first session.
- Missed sessions cannot be carried over beyond the expiration date.
- Make-ups within packages are not guaranteed and depend on schedule availability.

6. Refunds

- Once a package or training block has started, no refunds are issued.
- In exceptional cases (injury, relocation, medical reasons):
→ A future credit may be considered upon proof, but cash refunds are not guaranteed.
- Partial refunds apply only to private lessons cancelled more than 12 hours in advance when rescheduling is impossible.

Miguel Tennis Coach

Expert tennis coach for all skill levels
in Marbella

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